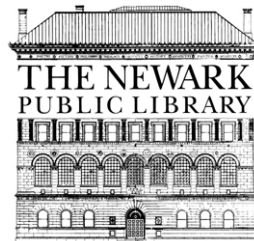


THE NEWARK PUBLIC LIBRARY

TECHNOLOGY PLAN

2007 – 2009



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Mission Statement for Technology

The people of Newark and the greater Newark community will have full and ready access to, and know how to use, a wide array of technology-based library services to support their educational and lifelong learning goals, their need for information and research resources, and their interests in community, culture, and popular materials.

As technology continues to evolve, The Newark Public Library will upgrade systems, hardware, software and training to ensure that the Newark community has access to the latest technologies.

Note:

In 2006, The Newark Public Library began a strategic planning process intended to assess the current environment and services, as well as rethink the Library's future and its role in the community. The final strategic plan will encompass feedback from community surveys and focus groups, professional consultants, library staff, and the Library's Board. Because the findings of this process are not yet available, the Library's Technology Plan for 2007 – 2009 is necessarily based on currently available information. As such, it is expected to be viewed as a working document, not a final, static plan.

Any useful technology plan must be expected to grow and change, given the rapid pace of technology development in the library and information fields today. Reassessment of this plan must take place after complete analysis of the findings of the strategic planning process.

Current Technology-Based Services

Library Catalog (Clavis)

The Library's integrated online library system was upgraded to Innovative Interfaces, Inc.'s Millennium, comprised of the online public access catalog, plus circulation, acquisitions, and cataloging functions. The catalog (Clavis) encompasses not only The Newark Public Library's catalog records, but also allows searching of the Irvington Public Library, the Newark Museum, and the New Jersey Historical Society. Patrons may borrow directly from Irvington, and are apprised of holdings of the museum and historical society for additional research.

Library patrons may use the catalog to place holds on items, have items delivered from one location to another, check the status of their personal accounts, receive email notifications of overdue items, and renew items.

As items are added to the collection, all ordering, receiving, invoicing, serials check-in, and deaccessioning is done utilizing the integrated online library system.

The Special Collections department has a large number of unique items. Currently, the department is in the process of cataloging all uncatalogued collections so that they will be accessible via the Library's catalog and OCLC.

Public Access to Technology at the Main Library

- 28 computers – Victoria Technology Center
 - Internet; Microsoft Word, Excel, PowerPoint, Publisher, and Access; and other software
 - 10 computers – Technology Training Center
 - Internet; Microsoft Word, Excel, PowerPoint, Publisher, and Access; and other software
 - 10 computers – Reference Center
 - Access to electronic resources and the online catalog. Because the Library is a Patent and Trademark Depository Library, one workstation is reserved for patrons searching the U.S. Government Patents Web site.
 - 11 computers – Children's Room
 - Microsoft Word, Internet, electronic resources, and educational games
 - 1 workstation – Sala Hispanoamericana
 - Spanish language electronic resources
 - 1 workstation – James Brown African-American Room
 - 2 workstations – Charles F. Cummings New Jersey Information Center
 - Wireless Internet access in all public areas of the Main Library
- Total:** 63 public workstations at Main Library

Public Access to Technology at the Branch Libraries

- | | |
|--------------------------------------|------------------------------------|
| ■ 11 computers – Branch Brook branch | ■ 6 computers – Roseville branch |
| ■ 8 computers – Clinton branch | ■ 14 computers –Springfield branch |
| ■ 11 computers – First Avenue branch | ■ 16 computers – Vailsburg branch |
| ■ 6 computers – Madison branch | ■ 12 computers – Van Buren branch |
| ■ 13 computers – North End branch | ■ 10 computers – Weequahic branch |

Resources and Services

Reference and Research

Patrons at all locations have access to over 70 electronic databases, ranging from highly specialized subject resources to general news and magazine article searches. Many of these resources are also available remotely to patrons using their Newark Public Library card through the Library's Web site. In addition, there are approximately 15 specialized research databases available to patrons at the Main Library's Reference Center. The Web pages that link to electronic resources were reorganized in 2006 to assist patrons searching the electronic databases. Resources have now been organized into subject categories, as well as alphabetically by database name (with brief descriptions and information about remote access).

Technology allows librarians to provide reference assistance to those unable to travel to the Library. Both Central Reference and the Charles F. Cummings New Jersey Information Center

respond to reference requests through email. These services are advertised on the Web site. The Library also participates in Q&ANJ (managed by the South Jersey Regional Library Cooperative), which is part of a larger nationwide consortium (through QuestionPoint.org) that provides “chat” reference services in real time. This program allows Newark’s patrons to receive online reference assistance 24 hours per day, seven days per week. Finally, through the statewide reference service, the Library assists other New Jersey libraries with reference questions in art, music, business, patents, and government documents, receiving questions via email, fax, and snail mail. The statewide system also allows library staff to email questions from Newark patrons at any location to other New Jersey libraries should the need arise.

Central Reference librarians have also created online guides to assist patrons looking for information on the Internet. There are currently 50 subject guides to Web sites, covering a wide variety of subjects, such as music, business, and U.S. immigration.

Internal Databases

The Library continues to update its own databases. The Newark Public Library’s Song Index functions as a finding aid to sheet music for over 120,000 popular songs. The index is updated weekly, with the ultimate goal of indexing every song in the anthologies owned by the Library. Information about this index is provided on the Web site, and patrons may have the database searched with assistance from a reference librarian. (See 4. Internal resources and databases for more information on the Song Index.)

The Charles F. Cummings New Jersey Information Center has created an online index to its New Jersey city directories, providing valuable assistance to New Jersey researchers and genealogists.

Library Web Site

The Library’s Web site provides a gateway to the collections, online information sources, patron accounts, information about library policies, children’s services, public programs and classes, and more.

Through the Web site, patrons may link to electronic resources and the online catalog. The catalog page includes links to interlibrary services available to patrons, allowing them to search JerseyCat and WorldCat. Patrons may view lists of new titles recently added to the collection, or suggest items for the Library to purchase. The collection development policy is also highlighted.

Current exhibits and special events are posted on the home page. Press releases and the newsletter, *The Second Century*, provide access to additional in-depth library information, and are archived on the site as well. Photographs and information from events are posted to enable patrons to “see” more about programs they may have missed. Selected artwork from exhibits is also made available on the Web site to allow patrons or news media to view high-resolution images. The collections and services pages contain detailed descriptions of the collections, plus contact information for further assistance.

In 2006, the Web site was expanded in order to provide “home” pages for each branch location of the Library. These pages allow patrons better access to information about their neighborhood branch. Monthly branch programs are featured, along with information about the local

collections, meeting rooms, contact information, as well as links to local maps and mass transit options.

The Web site contains online calendars for library events. The children's calendar publicizes all programs for young people and families. The "main" calendar includes all general and adult programs, plus all the events from the children's calendar. The computers and classes calendar lists all public technology classes scheduled at the Technology Training Center.

Interlibrary Services

Interlibrary Services participates in the online JerseyCat and OCLC systems for interlibrary loan. These arrangements benefit the Newark community by providing access to additional items either not currently in the collections, or being used by other patrons. The JerseyCat system is linked through the Library's Web site, allowing patrons to search for items they need, and place their own requests if desired. Library staff monitor and complete all steps for requests to be fulfilled. Whenever possible, patrons are notified via email that their requested materials have arrived to ensure that items are received quickly. Interlibrary Services is currently experimenting with scanning of requested articles in order to improve delivery time.

Acquisitions/Collection Development

Electronic ordering is used by librarians throughout the system to select items and submit orders to the main Acquisitions department. Online ordering expedites the process and permits easy uploading of bibliographic records with location information to the Library's catalog. In addition to allowing librarians to see which items are on order, patrons may also view the status of items awaiting delivery.

Other Software

Email is used extensively for internal and external communication. All staff members have email accounts. As discussed in the Reference and Research section (p. 2), reference questions sent through email are a popular way for remote users to request information.

The catalog allows patrons to receive email notification when their circulating items are overdue. When items that were placed on hold by a patron or requested for delivery from one location to another are available, the patron may receive email notification.

Staff utilizes software packages to aid in the full range of administrative functions, including word processing, spreadsheets and statistics, databases, presentations, and Web editing. *Footprints*, a help-desk system, is employed to aid in the tracking of computer and software installation and repair requests.

Current Program for Patron Training

The majority of the training for patrons takes place in the Main Library's Technology Training Center, with 10 computers for student access and one computer for the instructor. There is an LCD projector, the Microsoft Office Suite, Internet access and one printer.

Training is offered for patrons in English and Spanish. Beginner-level class topics include keyboarding, using the mouse, beginning and intermediate Internet, and email. Classes about locating information on the Internet include jobs and careers, business, genealogy, and African-American history and resources. Résumé development classes are offered, plus software instruction in Microsoft Word, Excel, PowerPoint, and Publisher.

The Van Buren branch offers introductory computer classes, such as mouse skills.

The Computers & Classes Web page, www.npl.org/Pages/Computers, has a schedule and descriptions of upcoming classes.

Patrons are encouraged to sign up for any class that interests them, and return to “retake” a class if so desired. As part of the course format, handouts are provided, along with listings of books and online tutorials that will allow students to pursue more advanced topics. The Library’s Web site also contains links to online tutorials for those ready to practice on their own. Patrons are encouraged to return to the Library to use the public computers in the Victoria Technology Center to practice their skills.

Librarians offer brief individualized instruction and orientation in the use of the catalog, Internet, and electronic resources, as time and staff resources permit. The Library’s newsletter, *The Second Century*, contains articles on new electronic resources, describing the content, as well as instructions on using remote access, when available.

Current Program for Staff Training

Many technology training programs at the Main Library are conducted in the Technology Training Center. Library staff present instruction in the use of the integrated online library system, new electronic resources, plus everyday topics such as email and Internet searching, as needed. As new electronic resources are added to the Library’s collection, notices and instructions are distributed and classes are presented to staff when possible. Acquisitions staff provides training for online ordering whenever electronic-ordering software or databases change. New staff members are also provided with training in databases and acquisitions software.

In addition to peer-led classes, staff members take advantage of other training opportunities. Because Infolink, the Regional Library Cooperative for Eastern New Jersey, utilizes the Library’s Training Center as a site for a full program of technology training for library staff from throughout the four-county region, staff may take advantage of these classes. Newark staff may also attend classes given by other New Jersey library cooperatives. Sessions by guest presenters and vendors, off-site workshops presented by other library organizations, and courses provided by computer training centers and other institutions all contribute to the training opportunities for staff.

For any departments or subject areas requiring specialized training (e.g., Interlibrary Services, Q&ANJ training, etc.) suitable training sessions are located or requested (either at an outside organization or invited to the Library) to ensure that staff skills are continuously developed.

Current Equipment, Software, and Telecommunications Lines (Including Cabling and Electrical Support)

- Collapsed double homed fiber optic backbone with FDDI (fiber distributed data interface)
- Cisco routers and switches
- Primary Information Rate (PRI) circuit connecting all branches to the main site. All branches connect at 128 kilobytes per second.
- Dedicated full DS3 and T1 line connection to the Internet
- Onsite firewall system
- Onsite Web and email hosting facility
- Category 5 cabling to the desktop
- Server farm: Compaq Proliant servers ML 370, DL350, DL380 (symmetric multiprocessor), Compaq Prosignia servers, Hewlett Packard G30 HP-UX Server (OPAC), Dell Poweredge (SMP), Sun Microsystems' Sun Fire servers, Hewlett Packard JetDirect print servers
- Back end software: Windows NT server, Sun Solaris version 7, Microsoft BackOffice, Norton Ghost, Microsoft Proxy Server, PIX 515E Firewall-1 VPN, HP OpenView, Websense Internet Filtering, Norton Antivirus, Microsoft user profile policy manager, Visual Studio, Netscape Enterprise Server, and Microsoft Internet Information Server
- Front end software: Windows XP workstation, Microsoft Office '03, Internet Explorer Navigator, and Norton Antivirus
- Backbone cabling is adequate for adoption of new telecommunication technologies

Goals for Services

As mentioned earlier in this document, The Newark Public Library is involved in a strategic planning process intended to assess the current environment and services, as well as rethink the Library's future and its role in the community.

Although a list of goals has been developed, reassessment of this plan must take place after complete analysis of the findings of the strategic planning process. Additionally, the Library will need to review the plan annually, touching base with individual library departments regarding their needs, and analyzing ongoing community feedback.

The goals listed below are current findings, based on the present environment.

1. Resources/collections/reference service

Continue to grow collections, with a particular focus on increasing access to information via electronic and multimedia formats, in order to provide a wide range of materials to satisfy users' needs for information, education/lifelong learning, recreation, and personal interests.

- a. Continue to assess and augment the electronic resources available to the public by evaluating the content of new databases, comparing them to current subscriptions, and seeking to fill any gaps in the Library's electronic holdings.
- b. Continue to assess any offerings of Spanish language online resources for acquisition by Library.
- c. Determine whether e-books would be a useful addition to the collections.
- d. Investigate services to provide virtual access to audio and moving-image items.
- e. Consider purchase of online database (e.g., Rosetta Stone) for speakers of other languages to increase opportunities for learning English.
- f. Explore the feasibility of creating a dedicated young adult area to provide computers for homework help, Internet access, educational and recreational games, and student learning at the Main Library, and expand this pilot program to at least one branch location.
- g. Explore the use of instant messaging and/or texting to increase public access to reference assistance and supplement the Library's email and Q&ANJ reference services.
- h. Continue to participate in the Q&ANJ/QuestionPoint programs to provide patrons with 24-hour access to reference assistance.
- i. Continue to provide email reference services to remote users of the Library.
- j. Add additional vendors for online ordering, in order to increase selection choices for the Library's collections.
- k. Assess viability of allowing patrons to reserve through the OCLC interlibrary loan system to improve access to materials.

2. Catalog

Continue to assess and improve the Library's online catalog, taking full advantage of any opportunities to augment the bibliographic records by adding additional detail to improve access to the collections.

- a. Assess the functionality of the new Millennium system to see where additional improvements may be made (ongoing).
- b. Continue to catalogue all uncatalogued collections (e.g., Jenkinson Collection of Fine Printing, Illustrated Book Collection, rare books), with the ultimate goal of adding digital images to further describe nonprint items (ongoing). (See 5. Digitization for more information.)
- c. Continue to utilize the integrated online library system to augment the catalog functions and provide value-added service to users (e.g., provide featured lists of newest materials acquired) (ongoing).

3. Web site

Look for opportunities to improve and reorganize the Library's Web site, especially regarding the use of newer technologies to publish information online. Ultimately, explore the redesign of the entire site to create a more dynamic and useful environment.

- a. Continue to add content and upgrade the current Web site to increase access to information (ongoing).
- b. Install software to gather statistical data on Web page hits in order to improve service.
- c. Add audio files to Web site whenever useful (e.g., podcasting of events or interviews).
- d. Create online digital library exhibits to increase access for those unable to travel to the Library (see 5. Digitization).
- e. Assess usefulness of newer technologies (blogs, wikis, podcasting, etc.) for their possible role in the current Web site.
- f. Assess needs and goals for a new Web site.
 - Create a strategic plan for the creation and implementation of a new Web site.
 - Begin the development of the new Web site for the Library to improve access to collections, programs, and information.
- g. Begin a planning process to incorporate library fundraising options within the Library's Web site (e.g., provide online tools for donating to Library funds).
- h. Add new online indexes created by library staff (e.g., indexes from Charles F. Cummings New Jersey Information Center) to promote access to unique resources (see 4. Internal resources and databases).
- i. Add an online response function to allow patrons to reserve online for special events.

4. Internal resources and databases

Strive to transfer print and other indexes into online and/or searchable databases. Because the Library has many staff-created internal resources it is important to create online indexes that will serve to publicize these unique collections and allow remote access to information.

- a. The Charles F. Cummings New Jersey Information Center has a wealth of indexes to historical New Jersey information (e.g., *Newark Evening News* morgue file, Cummings

Star-Ledger index, picture file, manuscripts and archives index). Transfer of these print and card indexes to online and/or searchable database formats will be an important step in publicizing the Library's holdings, as well as allowing remote access to information about holdings.

- Assess each unique collection to determine whether access should be provided via the integrated online library system, an online Web-based index, or an online searchable database.
 - Prioritize the collections to determine the order in which projects should be completed.
 - After assessment and prioritization are completed, implementation of projects should commence.
- b. Continue to update the Song Index in order to increase access to the Library's holdings of sheet music for popular songs.
 - c. Create an online index of all processed collections in the New Jersey Hispanic Research & Information Center.
 - d. Create an online directory of immigration help providers.
 - e. Begin making archival collection finding aids available online (using Encoded Archival Description).

5. Digitization

Focus staff and resources on developing digitization projects to showcase and improve access to the Library's unique collections. Digitization of images and documents, as well as complete online digital exhibitions, will work together to allow remote access to the wide variety of historical and visual materials.

- a. Digitization of the fine print collection will augment the bibliographic records in the Library's catalog. The first step toward digitization will be a planning process to assess best practices and procedures for digitizing these objects, as well as other nonprint holdings.
- b. After the planning stage is completed and procedures have been established, begin digitization of images for the Library's catalog.
- c. Continue to participate in the New Jersey Digital Highway Project, with the goal of digitizing parts of the collection for increased public access within the Library and throughout the state.
- d. Assess other areas of the Library's collections to determine if digitization of nonprint or rare items will be useful to the community.
- e. The creation of digital library exhibitions will allow increased access to unique items in the collections, as well as extending the life of exhibitions in the Library's galleries. The following steps will be undertaken to establish procedures and priorities for digital projects:
 - Determine the feasibility of creating digital library exhibitions. Assess the technology needs and staffing demands of these projects. Create a best-practices model for future projects.
 - Create a list of possible projects in order of greatest importance and usefulness to the community.
 - Commence the planning and implementation process for a test case.
 - Assess the initial digital project to improve procedures before launching new projects.
 - Compile findings and formalize digital library exhibition procedures for the Library.

6. Technology applications for managing delivery of service

Ensure equitable access to online materials within the Library, satisfying patrons' rights to intellectual freedom and access to information, as well as the Library's responsibilities with regard to the Children's Internet Protection Act (CIPA).

- a. Assess the current software (SAMS) utilized for authenticating library patrons and public access computer reservations and use to ensure it is functioning appropriately to improve public service. Investigate the library policies governing its use, and its usefulness for branch libraries.
- b. Appropriate filtering programs are necessary to satisfy the Library's responsibilities regarding CIPA.
 - Create a committee to assess the current use of filters for compliance with regulations.
 - Determine a schedule for ongoing reassessment of appropriateness of filtering choices.
 - Assign filtering responsibilities and oversight thereof to appropriate staff.
- c. Filters should not restrict patrons' freedom to access information to which they are entitled. Ensure that filtering policies are providing only appropriate restriction, and continue to evaluate filters on an ongoing basis.
- d. Explore the use of privacy screens on public computers in order to protect patrons' rights to privacy in accessing information, in keeping with the Code of Ethics of the American Library Association.

7. Technology applications for patrons

Provide necessary software and services to users, both within the general population and special services areas to improve patrons' access to information for satisfying educational, informational, and personal needs.

- a. Investigate the feasibility of providing wireless access at branch libraries.
- b. Enable instant messaging by providing appropriate software on all public computers and ensuring that software and server are functioning compatibly.
- c. As additional staff training in software progresses to a level where staff can provide necessary support to patrons (see 9. Training for staff), ensure that the software provided throughout the branch system is upgraded to include all needed Microsoft Office programs (Excel, PowerPoint, Publisher), instant messaging software, Acrobat Reader software, and more as appropriate.
- d. Add graphics editing software to public access computers in order to allow patrons to work with image files.
- e. Assess the feasibility of providing software and appropriate hardware for ripping CDs and downloading electronic files.
- f. Provide hardware and software for public access to document and image scanning.
- g. Equip Special Services computers with software for the blind (JAWS screenreading system, Accessibility Suite for low vision and learning disabled, ZoomText magnification software, and more, as appropriate).
- h. Acquire assistive listening devices for the circulating collection to augment those loaned through the New Jersey Library for the Blind and Handicapped.

- i. Increase services to deaf and hearing-impaired population by providing: coin-operated TTY, TTY and phone, and assistive listening device system.
- j. Satisfy the needs of blind and visually impaired users with electronic readers (CCTV system/portable CCTV and camera), Kurzweil 300 and 100 programs, a Kurzweil NFB reader, an Optelec Clearview+ desktop video magnifier for low-vision users).

8. Training for patrons

Provide technology training to patrons to assist them in achieving personal goals, as well as professional and educational advancement, and to allow them to pursue personal information needs both inside the Library and remotely.

- a. Continue to provide public classes, in English and Spanish, in all basic computer skills, as well as Microsoft Office programs, job searching skills and résumés, and Internet searching and email.
- b. Investigate offering classes in additional languages (e.g., Portuguese) to accommodate other existing and growing populations in Newark, and augment the ongoing English for Speakers of Other Languages classes.
- c. Develop new public classes in social networking (e.g., blogging) and other software to increase patron ability to utilize new technologies and publication media.
- d. Initiate technology training for blind and visually impaired, as well as hearing-impaired, users.
- e. Create online tutorials and dynamic research guides to assist patrons working remotely or within the Library's Victoria Technology Center.

9. Training for staff

Improve staff's ability to assist users in locating information and improving their technology skills by providing ongoing staff training. Satisfy professional development needs by assessing staff's individual job functions and ensuring that appropriate training for current and future growth is provided.

- a. Create a schedule of training classes for staff to ensure core knowledge of Microsoft software, electronic databases, the integrated online library system (especially the serials module), and collection development tools (ongoing).
- b. Provide additional in-depth software training for teaching staff to increase the number of teachers for public classes.
- c. Provide training for all Special Services staff in all assistive technologies being utilized in the Special Services area.
- d. Improve public service by ensuring that all staff working in subject-specific areas attend training to increase expertise in their subject area (e.g., patents). Utilize training to improve knowledge of state and federal government Web sites in order to better assist patrons accessing these services.
- e. To increase online access to information and collections: look for training opportunities in scanning technology, Web authoring skills, and Encoded Archival Description, plus any other technologies deemed useful.
- f. Provide training to all staff working with public access computers to ensure that filtering software is working appropriately to satisfy patrons' needs, library policy, and the Library's responsibilities under CIPA.

- g. Explore training offerings in social networking technologies to improve staff knowledge in these areas and provide new possibilities for public classes, as appropriate.

10. Computer replacement schedule

Develop an official computer replacement schedule to ensure that hardware is continually assessed and upgraded as appropriate.

- a. Create a computer inventory of the entire library system, particularly with respect to age of equipment and current performance levels.
- b. Analyze expected lives of hardware to discover best schedule for replacement. Compare these findings to library budget to create an achievable replacement schedule.
- c. After inventory, expected hardware lives, and financial information have been compiled, form a committee to create an official computer replacement schedule for the entire library system.
- d. Implement the replacement of hardware as scheduled.

11. Administrative goals

Employ technology so the Library will run efficiently, with extensive communication throughout the system, as well as streamlining of administrative procedures to improve service to the public.

- a. Create an online system for hardware and software inventory, to be utilized to augment a computer replacement schedule, and provide accurate inventory information whenever needed.
- b. Assess the possibility of creating an automated system for submitting forms to Finance (e.g., professional development course fees).
- c. Investigate the usefulness of creating a database inventory of office supplies.
- d. Assess the usefulness of an intranet to improve interdepartmental communication for library staff.
- e. Review all policies and procedures at least annually and revise as necessary to promote access and reflect the Library's mission.

12. Building services goals

Create a safe physical environment by assessing and installing appropriate equipment to ensure that the Library's buildings are secure and that public notification systems are functioning effectively.

- a. Ensure that all public warning systems are functioning properly in all public and staff areas.
- b. Install fire alarms and smoke detectors for the hearing impaired.
- c. Improve physical safety by increasing security staff's ability to monitor the library buildings by adding security cameras wherever needed.

13. Consortial relationships/interlibrary loan services

Utilize consortial relationships with other institutions to provide increased service to patrons via online communication systems and resource-sharing agreements.

- a. Reassess participation in the FirstSearch/WorldCat system. Determine if services and access to additional online full-text sources are beneficial to the community.
- b. Assess whether improved visibility in the FirstSearch/WorldCat system would better satisfy the Library's responsibilities to other member institutions and decrease the number of unfilled requests.

14. Press/publications

Take advantage of all opportunities to better disseminate information about the Library's collections, services, and programs to the community.

- a. Continue to provide access to all press releases and the Library's newsletter on the Web site.
- b. The External Affairs Officer and other library staff will continue to utilize State Library and/or library cooperative listservs and other online publication options to communicate official information about the Library.
- c. Explore using mailing lists to provide the community with options for receiving library announcements via email.

15. Equipment, software, telecom (including cabling and electrical support)

Improve and upgrade the Library's equipment and technology infrastructure.

- a. Increase the number of public access computers in the Victoria Technology Center by approximately 40% (from 28 to 40 terminals) to allow more users access to online information and potentially increase the amount of computer time available for each patron.
- b. Increase the number of public access computers in the Technology Training Center by approximately 33% (from 10 to 13 terminals) to accommodate more students in public or staff development classes.
- c. Install color printers in the Main Library's reference area.
- d. Enable access to sound files.
- e. Provide public access to scanning and imaging technologies (e.g., Victoria Technology Center, New Jersey Hispanic Research & Information Center).
- f. Create a public fax service.
- g. Install new public computers (6) for the Special Services teaching/lab area and two public access computers.
- h. Provide an instructor's computer, plus an LCD projector and screen, for technology training in the Special Services area.
- i. Acquire a video and DVD player for public programs and classes in Special Services.
- j. To improve service, access to the library's catalog and databases, and appropriate facilities for the children's Homework Club program, acquire additional computers for the branch libraries to replace failing workstations, as well as increase the total number of public access terminals.

- k. Increase functionality of all meeting spaces by acquiring appropriate technology, such as DVD/video player, LCD projector, laptops, television/monitor, CD player.
- l. Improve interlibrary loan service to patrons by reconfiguring the workstations in the department.
- m. Look for ways to expand the number of public-access computers in the Sala Hispanoamericana.
- n. Assess whether acquisition of sound recording equipment would allow departments to augment the collections with recorded information.

Future Plans for Technology Installations and Upgrades (Including Cabling and Electrical Support)

- Backbone system upgrade:
 - Upgrade from FDDI to Gigabit Ethernet. Current backbone infrastructure will be modernized through upgrades of peripheral equipment (switches and hubs).
- Upgrade all branch circuits from 128 Kb/s to 512 Kb/s.
- Continue upgrading all branch routers from 2500 to 3600 models
- Provide greater than Ethernet (10 Megabits/second) speed to the desktop via Fast Ethernet.
- Upgrade user desktop software.
- Connect computer rooms (server farms) directly to the library's generator.
- Accommodate new computer servers, router, switches, and other backend systems with additional power protection (UPS).
- Address growing needs for information storage with a Storage Area Network (SAN). Vital to the development of the SAN are: security, accessibility, growth, and business continuity. This network will support projects such as digitization, intranets/extranets, new IOLS, general archives.
- Development of a modern data center will assure continuous access to all electronic resources. The center will be designed with its own electrical generator, room monitoring, modular wiring, business-class security, etc.

Budget

Budget allocations reflect funds for current collections and services. Capital funding from the City of Newark will help to offset hardware costs and may also provide sufficient funds for major software packages associated with new initiatives.

New initiatives may also require grant support or funding from other outside sources. The Library's Development department will actively seek funding for all new initiatives included in this plan. Given the large number of possible digitization projects, particularly for New Jersey Information and Special Collections, aggressive grant-seeking will take place to locate funding sources for the equipment and additional staff costs.

Outside funding will be sought for hardware and infrastructure needs, such as electrical generator and proper air conditioning.

E-Rate reimbursements will also assist in offsetting some costs.

Year 1

Internet Service Provider	\$99,000
Electronic resource subscriptions, including Web and online	150,000
New equipment purchases	30,000
Public training	13,000
Staff training	9,500

Year 2

Internet Service Provider	\$99,000
Electronic resource subscriptions, including Web and online	154,500
New equipment purchases	33,000
Public training	13,650
Staff training	10,000

Year 3

Internet Service Provider	\$101,000
Electronic resource subscriptions, including Web and online	159,000
New equipment purchases	36,000
Public training	14,350
Staff training	10,300

Evaluation

The Library's formal Technology Plan will be updated on a three-year cycle. Due to the rapid changes in technology, goals and implementation schedules will be continuously evaluated and adapted.

As previously mentioned, the Library is currently involved in a strategic planning process that will receive input from community surveys and focus groups, library staff, and professional consultants. The findings from this process will likely impact this plan to some extent. As a result, it is expected that this plan will be reviewed and revised before the end of its first year.

The following specific evaluative processes will also be implemented:

- The Library will utilize statistics provided by proprietary databases and electronic resources to assess usefulness of current holdings and make future collection development decisions.
- The installation of software for the Web site will provide statistics to be utilized in evaluating and reorganizing the site for improved access to information.
- Feedback from patrons, whether in person or via email to the Library's Director, a specific department, or the Webmaster will be utilized to assess services and collections.
- Attendance at public classes will continue to be recorded to provide the basis for assessing the usefulness of specific course offerings to the community.
- Attendance at staff classes and other training will continue to be recorded. A database of staff technology skills will be created in order to find opportunities to share knowledge.