

**South Central Regional Library Council
E-Rate Technology Plan
July 1, 2007-June 30, 2010**

Mission

The South Central Regional Library Council (SCRLC) affirms that equal opportunity to participate in our country's economic, political, and social life depends upon equal access to information; and the South Central Regional Library Council affirms that libraries and library systems provide the most appropriate means for ensuring this access.

The South Central Regional Library Council leads, advocates for, and challenges libraries, promoting collaboration in a changing information environment.

SCRLC is one of nine reference, research, and resource library councils (NY3Rs) in New York. The Council serves 76 member libraries and library systems and, by extension, about 400 public and school libraries in a 10,000 square mile area in 14 counties in the south central region of New York State. It does not serve library patrons or the general public directly, but provides services and resources to libraries so that they may better serve library users.

SCRLC receives state funding as well as other funds such as membership dues, it is governed by a Board of Trustees, it is a 501(c) (3) organization. It functions under a current Plan of Service 2006-2011 and further detailed information can be found at <http://www.lakenet.org/scrlc/2006-2011PlanofService.pdf>

Strategic Intentions (From Plan of Service 2006-2011)

1. Members will get information into the hands of users as quickly as possible with the least expense through collaborative efforts to share library resources.
2. Through Council sponsored education and training opportunities, members will have well trained, creative, flexible library staff capable of managing rapid change.
3. Members will use new information technologies to provide equitable, effective access to information for their users.
4. Members will receive innovative consulting and customer services to meet their individual needs.
5. Members will receive enhanced recognition and status in their community as a result of regional advocacy.

History and Purpose of Information Technologies

SCRLC has been a leader in implementing information and technology services both for its own internal processes and for services to its member libraries and systems since its inception in 1967. Starting in the early 1980s, personal computers were installed, access to the Internet began with email about 1989, and a web-based server and access to the Internet were installed in 1995. SCRLC worked extensively with other city and regional organizations to bring Internet services to institutions other than the major higher educational institutions in Ithaca, and for many years had a Point of Presence located in its offices.

Changes in the Internet Service Provider in 2005 necessitated a change in the Internet service provided to SCRLC, and a change in the charging structure. To meet the requirements of the E-rate program, this technology plan is presented.

SCRLC has also participated in the statewide RBDB program since its inception and has provided the necessary five-year, and one-year plans and reports, related to bibliographic databases and information technologies in the SCRLC region. Services provided through this program include:

- Software and hardware for SCRLC and members to enhance regional resource sharing.
- Grants for retrospective conversion of bibliographic records to electronic form.
- Purchase of electronic databases to serve all libraries in the region.
- Education and training in subjects related to information technologies.
- Support of staff involved information technology projects & resource sharing.
- Development of a regional union catalog in OCLC.
- Development of a regional union list of serials.
- A regional digitizing effort.

The Council has also successfully obtained grants (LSTA, IMLS) to improve information technology services. These services include:

- Mobile, wireless laptop training labs.
- Continuing education programs related to information technologies.
- An attempt to develop a statewide virtual catalog, now defunct.
- Retrospective conversion of bibliographic records to electronic form.
- Regional digitization plan.
- Installation of fax machines in many libraries.

All staff at the Council has access to up-to-date desktop computers, printers, scanners, etc. with a wide range of software to enhance their work on behalf of members.

SCRLC has also long owned portable, laptop training labs used for hands-on continuing education on or off-site.

SCRLC uses regular phone service for local, long distance, and fax purposes.

Internet service is used for the following purposes:

- Provision of a web site www.lakenet.org with information about the Council and its programs and services.
- Email to permit rapid, efficient contact with our members and others, pertinent to our provision of services.
- Discussion lists to provide for efficient communication among various groups of people related to our members or our services.
- Online processes to enhance our provision of services and to improve member library services to their users (Board documents required for meetings, calendars for continuing education and other events, forms for interlibrary loan, forms for continuing education registrations, policies and other governance documents, regional virtual union catalog, resource sharing, etc.)

Goals for using telecommunications and information technologies to improve library services

Resource Sharing Goals

1. Assist libraries of all types to share resources effectively.

Technology-related strategies to help meet this goal:

- Provide interlibrary loan assistance to member libraries utilizing online resources such as OCLC and DOCLINE.
- Support access to an electronic interlibrary loan system.
- Update serials holdings information in a regional Union List of Serials in OCLC and Serhold.
- Coordinate training of librarians to use OCLC and DOCLINE.
- Offer a virtual regional union catalog in OCLC.
- Offer last-resort ILL through Bibliographic & Referral center (BARC) service

2. Improve access to electronic resources throughout the region.

Technology-related strategies to help meet this goal:

- Provide consortial purchases of electronic resources for member libraries.
- Work with organizations such as WALDO and the New York State Library to offer member libraries access to consortial database purchases.
- Implementation of a regional digitizing action plan.

Telecommunications and information technologies needed to help reach resource sharing goals:

- Telephone service for voice communication with members, vendors, and BARC.
- Internet service for access to online interlibrary loan and serials resources and regional interlibrary loan system and forms to request items.
- Staff computers to access resources.

Resources to help reach resource sharing goals:

- Telephone service through Verizon and Sprint (current vendors) or another appropriate provider.
- Internet service through ClarityConnect (vendor as of 2006) or another appropriate provider.
- Computer equipment purchased through selected vendors. See chart “Telecommunications Service Assessment” for details about hardware currently in place and planned for future years of the plan.
- Software from Microsoft and SUN.

Technology Services Goals

1. Make holdings information of the region’s libraries available electronically.

Technology-related strategies to help meet this goal:

- Provide a web-based virtual online regional catalog in OCLC with holdings and circulation status for as many regional catalogs as possible.
- Provide up-to-date, online, regional union list of serials through OCLC.
- Increase the number of electronic MARC records of library resources by funding member library retrospective conversion projects.
- Support a cost effective regional electronic interlibrary loan system.

2. Use technology to enhance communication with Council members about Council-related activities.

Technology-related strategies to help meet this goal:

- Maintain the SCRLC (www.lakenet.org) website that meets W3C/WAI and ADA accessibility guidelines with current, accurate information about SCRLC programs, members, activities, training opportunities, and consortial purchasing options as well as links to appropriate resources throughout New York State and beyond.
- Develop and manage e-mail discussion groups.

Telecommunications and information technologies needed to help reach technology services goals:

- Internet service to allow member access to regional union list of serials, virtual union catalog, and interlibrary loan system.
- Internet service for SCRLC access to national bibliographic utility, OCLC for resource sharing and database access.
- Servers, software, and related security hardware and software for resource sharing, union list of serials, virtual union catalog, email system, digitizing efforts, and website.
- Staff computers to maintain the software and databases.
- Telephone service for voice communication with members, software suppliers and hardware suppliers.

Resources to help reach technology services goals:

- Telephone service through Verizon and Sprint (current vendors) or other appropriate providers.
- Internet service through Clarity Connect, Inc. (vendor as of 2006) or another appropriate provider.
- Computer equipment purchased through selected vendors. See chart “Telecommunications Service Assessment” for details about hardware currently in place and planned for future years of the plan.
- Software from Microsoft, Norton, and SUN.

Continuing Education / Training Goals

1. Provide training in technology-related areas for SCRLC staff and member libraries and systems.

Technology-related strategies to help meet this goal:

- Provide training programs focusing in technology-related areas such as software, Internet access, effective communication techniques, and new technologies, to SCRLC staff, member libraries, hospital libraries, and historical repositories of the region.
- Sponsor and co-sponsor technology-related programs hosted by SCRLC committees and member groups, for example Continuing Education Committee, Resource Sharing Committee, Hospital Library Services Program Committee, and Library Assistants SIG.
- Co-sponsor technology-related training with organizations such as the New York 3R’s Association and other professional organizations.
- Provide SCRLC staff with training in the software, hardware, and related technologies which they need to carry out the activities in this plan.

Telecommunications and information technologies needed to help reach continuing education / training goals:

- Telephone service for voice communication with members and for planning programs.
- Internet service for communication, publicity, demonstrations and web-based training.
- Staff computers and software to enhance productivity, including preparation of continuing education program materials.
- Computers and software for SCRLC mobile laptop training lab.

Resources to help reach continuing education / training goals:

- Telephone service through Verizon and Sprint (current vendors) or other appropriate providers.
- Internet service through Clarity Connect, Inc. (vendor as of 2006) or another appropriate provider.

- Computer equipment purchased through selected vendors. See chart “Telecommunications Service Assessment” for details about hardware currently in place and planned for future years of the plan.
- Software from Microsoft and SUN and applications software from Microsoft, Adobe, and other vendors as appropriate.
- Relationships with appropriate trainers and training companies.

Professional Development Strategy

SCRLC has always had a strong, high quality continuing education program for staff of its member libraries and systems. Many of the individual activities are geared towards information technology topics. SCRLC has a reputation for taking the lead in many information technology efforts and a reputation for obtaining grant funds to support superior regional and statewide continuing education/professional development activities.

Staff of the Council are strongly encouraged to participate in, and are supported in, their professional development activities. Professional development efforts are part of staff evaluations. Such activities might include the programs in our continuing education offerings to regional library staff, conferences and workshops offered by other library or technology related organizations, professional activities offered by the professional library organizations staff belong to, online offerings from library/technology organizations, or any other appropriate continuing education activity to meet particular needs. The Council offices are located in a city with access to a substantial number of institutions with exceptional information technologies. Staff has acquired a large network of contacts to help enhance their knowledge of technologies as needed.

Some examples of organizations meeting our staff development needs are:

- American Library Association and its several Divisions and state Chapters
- Nylink (regional OCLC network)
- OCLC Inc
- Computers in Libraries Conference
- New York Library Association
- Special Libraries Association and its regional chapters (Upstate SLA)
- Medical Library Association and its regional chapters (UNYOC)
- SCRLC and other NY3Rs Councils
- Cornell University

Funding for professional development activities comes from the following:

- SCRLC operating budget.
- Hospital Library Program budget (HLSP).
- Regional Bibliographic Databases and Resource Sharing Program (RBDB).
- LSTA grant funds.

SCRLC's Executive Director has primary responsibility for ensuring that staff receives any needed technology-related professional development, and the Assistant Director is

responsible for the Council's continuing education and training program for the membership. The SCRLC staff is small and easily turns to each other for technology advice or support. Each staff member has acquired knowledge and skills in such areas as web development, applications software, security issues, and networking. SCRLC uses the services of a local computer and network specialist to manage any hardware, software, or networking that cannot be done by staff. Other more difficult problems or failures are outsourced to appropriate local companies.

Evaluating the SCRLC Technology Plan

The SCRLC Technology Plan will be updated every three years by the executive Director and other appropriate staff. Technology-related components of the RBDB, HLSP and other programs are evaluated and updated annually as part of the internal budget and planning processes.

SCRLC programs are driven by member needs and are incorporated into the Council's five-year Plan of Service, for 2006-2011. Information technology is integral to all that the Council does and is therefore evaluated on an ongoing basis by the Board of Trustees, advisory committees, and staff. Some current priorities include continuation of regional resource sharing using the most current, effective technologies, continuing education and training in information technologies, support for electronic access to information, and digitizing regional resources.

SCRLC continuously seeks new information technologies that would be appropriate to introduce into programs or to support with education and training programs. Current examples might be: iPods, PDAs, open source, RSS, blogs, Webex for online instruction virtual classes, e.g. DVD's etc.

Outcomes and or benefits expected from the Technology Plan:

- The SCRLC Technology Plan will be reviewed annually by the Executive Director.
- Electronic regional resource sharing will continue to be a major Council program.
- The regional union list of serials on OCLC will continue to be updated by members and SCRLC.
- Staff of libraries participating in ILL on OCLC and DOCLINE will be able to successfully order needed materials.
- Staff of member libraries will obtain needed materials successfully through BARC.
- Staff of member libraries will be able to obtain needed materials quickly and efficiently from information gained through the online Union Catalog.
- Member libraries will be able to access and use databases purchased for their use.
- Hospital libraries will be able to access databases purchased specifically for their use.
- Member libraries will be provided with valuable information about Council activities including continuing education events.
- Member libraries will be provided with information about databases available for purchase through WALDO and other organizations.

- Member libraries and library systems will obtain funds to continue retrospective conversion of bibliographic records into electronic form.
- Member libraries will be able to participate in and contribute to a regional repository of digitized resources.
- Member libraries will be able to obtain software or other services that will improve their ability to share resources.
- Library staff will learn new skills and knowledge from technology-related continuing education activities offered by SCRLC.
- The SCRLC website will meet all appropriate accessibility guidelines.
- At least two staff members will be able to maintain and update the SCRLC website.
- At least one staff member will be able to perform basic operations to maintain the server(s), security, and networking.
- All SCRLC staff will be able to use word processing, email, and other software applications necessary to accomplish their jobs.
- All SCRLC staff will seek and suggest appropriate new hardware, software, telecommunications, and training that will support the mission, programs, and services of the Council.

Telecommunications Assessment

The current technology and technology assessment at SCRLC is found in Appendix 1. The budget related to technology at SCRLC is found in Appendix 2.

**South Central Regional Library Council
Technology Plan July 1, 2007 - June 30, 2010
Telecommunication Services Assessment**

Category	Current Configuration / Equipment	Number Machines	Year 1 Changes	Year 2-3 Changes	Funding Source	Notes
NETWORK						
Internal	10BaseT Ethernet, networked through switches to Sun Solaris server <ul style="list-style-type: none"> • 11 ports in SCRLC offices; • 1 port in meeting room. • Mini-hub used for additional access to network as needed. • 1 port for Wireless Access Point 		Add additional ports through use of mini hubs if necessary			Network access at this level is sufficient for anticipated needs. Evaluate Internet service provider annually.
Internet Access	<ul style="list-style-type: none"> • T-1 provided by Clarity Connect 				SCRLC	Evaluate provider annually.
	<ul style="list-style-type: none"> • Cisco 802.11b Access 		Upgrade to 802.11g			
Network Servers	<ul style="list-style-type: none"> • UNIX Sun Solaris 9 		No changes anticipated other than maintenance		SCRLC	Adequate for current level of use. Evaluate annually and upgrade as necessary.
	<ul style="list-style-type: none"> • SAG Windows 2000 Server 	1	Will replace hard drive if necessary		SCRLC	Used to host ColdFusion. Evaluate annually to keep up with technology changes.
FIREWALL	<ul style="list-style-type: none"> • DSL Router/Firewall 	2				Adequate for current levels of use
MICROCOMPUTERS						
Desktops	<ul style="list-style-type: none"> • Compaq EVO D500 - Windows 2000 	2	All are evaluated & maintained annually – repaired, upgraded, or replaced as needed to keep up with technology			Business & Resource Sharing Manager
	<ul style="list-style-type: none"> • Compaq Presario 5000 - 	1				General Office - used for storing backups
	<ul style="list-style-type: none"> • Dell Dimension 	2				Administrative Asst & Program Coordinator
	<ul style="list-style-type: none"> • HP Pavilion 	1				Reception desk-General use
Laptops	<ul style="list-style-type: none"> • Dell Inspiron 	2				Director & Assistant Director
Training Lab Laptops	<ul style="list-style-type: none"> • Compaq Armada • Compaq Armada - Server 	16 1	Memory & hard drive upgrades		SCRLC and/or Grants	Evaluate annually. Replace when unable to support necessary software. Probably functional for life of the plan.
PRINTERS						
Networked	Konica Minolta 2300DL	1			LSTA	
	HP LaserJet 6	2				
	HP LaserJet 4	2	Replace 1	Replace 1		Use until no longer functional.
	HP PSC 2175 - scanner/printer	1				
SCANNER	Visioneer oneTouch 8920	1				
TELEPHONE SERVICE	Verizon: Local Service Modem: Fax: Sprint: Long Distance Service	3 lines 2 lines 1 line			SCRLC	Evaluate service provider annually

Appendix 2

**South Central Regional Library Council
E-Rate Technology Plan
July 1, 2007-June 30, 2010
Proposed Budget**

Budget Category	Year 1	Estimated Year 2	Estimated Year 3
Internet access	\$1,560	\$1,638	\$1,720
Hardware			
Server upgrades	\$1,000	\$5,000	\$5,000
Staff computer upgrades		\$2,000	\$2,000
Mobile training lab upgrades	4,600		
Printer upgrades	\$200	\$200	\$200
Technology Consultant	\$6,000	\$6,000	\$7,000
Increased holdings online (recon, RBDB)	\$3,900	\$3,000	\$3,000
Enhanced resource sharing (software/equip, RBDB)	\$5,000	\$5,000	\$5,000
Training programs			
SCRLC	\$15,000	\$15,000	\$15,000
RBDB	\$1,000	\$1,000	\$1,000
HLSP	\$950	\$900	\$900
Grant-funded	\$12,000	\$10,000	\$10,000
Local telephone service	\$2,200	\$2,300	\$2,500
Long distance telephone service	\$800	\$900	\$1,000

October 2006

SCRLC Internet Use and Safety Policy

Introduction:

The South Central Regional Library Council (SCRLC) is one of nine Reference and Research Resources Library Councils in New York State. It has facilitated resource sharing and other library programs to serve its member libraries and library systems since 1967.

The South Central Regional Library Council leads, advocates for, and challenges libraries, promoting collaboration in a changing information environment.

SCRLC provides access to the Internet as an integral part of this mission. SCRLC Internet-related services to libraries in South Central New York include:

- The LakeNet.org web site.
- An Internet training lab and other classes on effective use of Internet resources.
- Email accounts.
- Email distribution lists.

Users:

Internet accessible computers are used in the SCRLC offices by SCRLC staff in providing services to member libraries and library systems. Internet accessible computers are used in the training lab by SCRLC staff and those attending workshops and training sessions.

SCRLC uses Internet information resources, including those linked from LakeNet.org. For the purpose of resource sharing and training to assist South Central New York libraries serve their clientele. The same standards of intellectual freedom, privacy, and confidentiality followed for traditional resources and services also apply to electronic media, include use of the Internet.

However, due to the nature of open electronic communication, it is not possible to guarantee privacy of Internet communications. It is the individual user's responsibility to evaluate the quality of information obtained from the Internet and to demonstrate judgment, respect for others, and appropriate conduct while using SCRLC Internet accessible computers and services.

SCRLC Web Site Disclaimer:

The LakeNet website provides access to Internet services and resources for libraries and library users in the South Central New York region. SCRLC does not warrant any information accessed through the Internet to be accurate, authoritative, factual, timely or useful for an individual's purposes. Providing links to information through SCRLC's web pages does not constitute any endorsement of the content of that information. If you

believe the information obtained through the SCRLC web pages to be inaccurate or offensive, please contact the original producer or distributor of that information.

SCRLC expects that LakeNet services will be used only for lawful purposes. Use of LakeNet in violation of any local, state, or federal law or regulation is prohibited. This includes, but is not limited to, use of copyrighted materials without proper permissions.

Code of Conduct

The SCRLC Internet accessible computers will be used for education and informational purposes that contribute to services provided by SCRLC to libraries in the South Central New York region. SCRLC Internet accessible computers may not be used for unauthorized, illegal, or unethical purposes.

Examples of unacceptable use may include, but is not limited to:

- Sending, receiving, or displaying text or graphics that may be construed as obscene, child pornography or, with respect to the use of computers by minors, harmful to minors.
- Receiving or transmitting software or data in violation of copyright laws and license agreements.
- Using information obtained from the Internet in violation of copyright or without proper credit of the source (plagiarism).
- Attempting to gain unauthorized access to networks or servers.
- Using Internet communications to send or receive fraudulent, harassing, derogatory, inflammatory, intimidating, or insensitive messages, or otherwise infringe on the rights of others.
- Using SCRLC provided Internet resources for personal gain or profit.

Individuals who do not comply with this policy will have their access to SCRLC provided Internet services terminated. Additional action will be determined by the SCRLC Executive Director.

Protection of Minors:

In accordance with the Children's Internet Protection Act, SCRLC will configure network firewall technology protection that seeks to prevent users of SCRLC Internet accessible computers from access to visual depictions that are obscene, child pornography, or, with respect to the use of computers by minors, harmful to minors. The SCRLC Executive Director will make the determination of appropriate conditions and purposes for SCRLC staff to disable this technology.

February 20, 2007