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DEPUTY DIRECTOR, CFO

THE STATE EDUCATION DEPARTMENT / THE UNIVERSITY OF THE STATE OF NEW YORK / ALBANY, NY 12230

Janet M. Welch
State Librarian and Assistant Commissioner for Libraries
Tel. (518) 474-5930
Fax (518) 486-6880
Email: jwelch2@mail.nysed.gov

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APR 23 2004

DIRECTOR'S OFFICE

April 19, 2004

Mr. Michael Mahaney, Director
Buffalo and Erie County Public Library
1 Lafayette Square
Buffalo, NY 14203 -1887

Re: Certification of E-rate Technology Plan Review/Approval
Plan Approval Expires June 30, 2007

Dear Mr. Mahaney:

The technology plan for the Schools and Libraries Universal Service Support Mechanism (commonly known as the "E-rate") program submitted by the Buffalo and Erie County Public Library appears to include all the basic planning components required by the Federal Communications Commission (FCC) and has been **approved** by the State Education Department, New York State Library, Division of Library Development, Albany, New York. This certification applies only to the approval of this technology planning document for purposes of your E-rate application. Please retain a copy of this approval letter for your records and possible future use.

Although the basic structure of your technology plan has been approved, you are reminded that E-rate rules require a level of consistency between technology plans and E-rate funding requests that was not subject to review under our approval process.

If you have any questions about this approval, please contact Sara McCain in the Division of Library Development at 518-486-4857 or by email at smccain@mail.nysed.gov.

Best wishes for successful approval of your application for E-rate discounts.

Sincerely,

Janet M. Welch
State Librarian and Assistant Commissioner

CC: DLD File

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 - 2007

OUTLINE

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BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 - 2007

INTRODUCTION

The Buffalo & Erie County Public Library Technology Plan (2004 – 2007) documents the strategies necessary for deploying relevant technology that will provide superior library service to the residents of Buffalo and Erie County. The System consists of a Central Library, 15 branches in the City of Buffalo, Extensions Services and the following 22 contracting libraries:

- ❑ Amherst Public Library
- ❑ Angola Public Library
- ❑ Aurora Town Public Library
- ❑ Boston Free Library
- ❑ Cheektowaga Public Library
- ❑ City of Tonawanda Public Library
- ❑ Clarence Public Library
- ❑ Eden Library
- ❑ Elma Public Library
- ❑ Ewell Free Library
- ❑ Grand Island Memorial Library
- ❑ Hamburg Public Library
- ❑ Hulbert Library of the Town of Concord
- ❑ Lackawanna Public Library
- ❑ Lancaster Public Library
- ❑ Marilla Free Library
- ❑ Newstead Public Library
- ❑ Orchard Park Public Library
- ❑ Town of Collins Public Library

- Town of North Collins Public Library
- Town of Tonawanda Public Library
- West Seneca Public Library

The technology needs and requirements of all libraries are met by the Buffalo and Erie County Public Library System and are included in this document.

In 1997, the Buffalo & Erie County Public Library (B&ECPL) completed a formal technology plan that set forth an implementation strategy the Library could follow to ensure that access to information was equal to all. To accomplish the goals of the plan, it was necessary to build the required infrastructure at the Central Library and the fifty-one city branch and contracting libraries. On December 21, 1998, a major milestone was met with the introduction of the B&ECPL's web site incorporating the new web-based on-line catalog. At the same time, patrons were provided with graphical access to the World Wide Web at the Central Library using approximately thirty state-of-the-art personal computers. The objectives of the plan were exceeded in November 1999 when the project to install at least one workstation with Internet access in each facility was completed and over 400 personal computers were made available to library patrons. While great strides were made in narrowing the digital divide in the community, serious on-going support issues were created and a great deal remained to be addressed. These topics were addressed in the Technology Plan (2001 – 2004).

The Technology Plan (2001 – 2004) also was closely aligned with the goals and objectives of the Library's strategic plan, *Expanding Horizons: Directions for Superior Public Library Service in Erie County* that was adopted by the Buffalo & Erie County Public Library Board of Trustees on December 14, 2000. Rebecca Mahoney, Board President, said at the time, "*Expanding Horizons* emphasizes the need for libraries that are safe, convenient, accessible and inviting, that promote the sharing of ideas and provide an environment where people can gather for a variety of purposes. The plan advocates *expanding* the library's offerings of printed materials, media, **technology resources** and entertaining, informative programs." With this in mind, the Technology Plan (2001 – 2004) focused on increasing the offerings to the residents of Buffalo and Erie County.

The Library's strategic plan is being updated concurrently with the Technology Plan. **Breaking New Ground: A Blueprint for Strengthening a Community through Exceptional Library Service** is dedicated to providing expanded and new services that directly address the traditional and evolving needs of the

residents of Erie County. By ensuring that the technology is in place to provide a venue for education, information, culture and recreation, the B&ECPL can directly impact the future of individuals, families and businesses in the area, strengthening the entire community. The joint planning process provides the foundation for these endeavors and offers direction as the B&ECPL strives to *break new ground* on what can be accomplished as a community.

The Buffalo & Erie County Public Library Board of Trustees, Director and Administrative Team recognize that technology planning is complicated by the on-going planning process and rapid changes in technology. This plan, as was the previous plan, will be continuously reviewed and revised as necessary. The Director and the Administrative Team will monitor it throughout the year. In addition, input will be gathered from the Technology Services Committee of the Service Evaluation and Planning Committee and from all department heads and contracting library directors at regularly held Managers' meetings.

The Technology Plan (2004-2007) sets the direction for technology service in the Buffalo and Erie County Public Library. The elements of this plan are: 1) Mission Statement, 2) Vision, 3) Current Assessment, 4) Technology Trends and Libraries, 5) Goals and Objectives, 6) Network Strategy, 7) Security, 8) Office of Network Support Staffing, 9) Training, 10) Costs/Funding, 11) Schedule, 12) Project Management and Tracking and 13) Acknowledgements.

MISSION STATEMENT

At the core of the Buffalo & Erie County Public Library's strategic planning process is a commitment to quality library service that acknowledges and embraces the wants, needs and unique qualities of the people of Erie County. To this end, the Board of Trustees adopted the following Mission Statement on December 17, 1998.

Our mission is to enrich the lives of the individuals of Erie County's diverse communities by creating and sustaining superior public library services through responsive staff, dynamic collections, appropriate technology and access to global information.

To achieve this mission, the B&ECPL must incorporate state-of-the-art technologies. This document outlines strategies to implement these technologies. Because it is a working document, revisions will be made as needed to ensure that the Library is poised to embrace any rapidly evolving advances.

VISION

Excellence is no accident. The people of Buffalo and Erie County will have convenient access to electronic information resources in and through their libraries. The role of the library, whether virtual or physical, is to provide value-added products and services that guide and direct customers to quality information. Patrons will be assisted by trained and knowledgeable staff who can help them make the best use of both new and traditional information resources. Staff will be supported by up-to-date technology in providing quality services that are efficient and cost-effective.

To support this vision, the Buffalo and Erie County Public Library relies on the following:

- ❑ The acquisition and use of technology to support the mission of the Library.
- ❑ The principles of intellectual freedom to guide patrons' access to the Internet.
- ❑ The availability of appropriate electronic resources for persons of all ages.
- ❑ The integration of electronic resources with other materials and services provided by the Library.
- ❑ Staff interaction with patrons to assist them in locating, interpreting and evaluating information, whether in library buildings or remotely.

The Buffalo & Erie County Public Library will adhere to the following principles adopted in 1998 by the Library's Board of Trustees:

- ❑ Provide open, equal and free access to information in accordance with the American Library Association's "Library Bill of Rights." (Appendix A)

- ❑ Deliver timely, confidential and customer-oriented service to meet the informational, recreational and educational needs of the community.
- ❑ Promote lifelong learning by encouraging all children and adults in their enjoyment of reading and discovery.
- ❑ Contribute to the region's economic vitality by assisting individuals, businesses and government as they pursue better jobs and economic growth.
- ❑ Create and maintain an environment that attracts, develops and encourages a diverse and skilled staff.
- ❑ Listen to the entire community in the pursuit of the Library's mission.
- ❑ Manage resources effectively and be accountable to its funding sources.
- ❑ Pursue the private and public funding necessary to fulfill the Library's mission.

In implementing the vision, the strategy is to make the B&ECPL a technology leader by:

- ❑ Positioning the Library for future technology developments.
- ❑ Developing standards-based information strategies.
- ❑ Coordinating Library efforts with other units of government and with local schools.
- ❑ Maintaining current relationships with other metropolitan public libraries, professional library organizations and the B&ECPL automation vendor.
- ❑ Developing a stable, skilled and experienced Network Support team to nurture and grow existing systems and to build new technology applications.

CURRENT ASSESSMENT

The Buffalo & Erie County Public Library is very proud to have met and, in many cases, exceeded the goals and objectives of the 2001 Technology Plan.

State-of-the-art technology and Internet access at all fifty-two locations are realities. The B&ECPL was able to end the 20th century with the networked computer technology that most other large library systems had employed for most of the past decade. The status of the goals and objectives of the Technology Plan (2001 – 2004) is summarized in Appendix B.

Critical factors in the successful achievement of the goals set by the Technology Plan (2001 – 2004) were:

- Commitment by the Board of Trustees
- Leadership of the Library Director, Deputy and Assistant Deputy Directors
- Strong staff training program
- Major funding sources, especially the “e-Rate” discounts, that allowed the Library to leverage the 1996-1999 Erie County four-year bond issue, the Erie County Legislature ETI (Educational Technology Initiative) and three separate significant grants from the Bill and Melinda Gates Foundation
- Strengthened Network Support team dedicated to the maintenance, support and development of the Library’s technology

The Buffalo and Erie County Public Library has continued to make significant strides in technology during the last three years, continuing a tradition begun in 1996. At that time, along with 72% of its fellow libraries, the B&ECPL offered no Internet access to its patrons. Today, with the sustained commitment and investment of its Board of Trustees and management, it proudly stands with 95% of the libraries in the US that offers public access computing to all.

The first phase of library-based public access computing has ended. In a recent report developed by the Bill and Melinda Gates Foundation, it is found that the B&ECPL, like libraries throughout the country, must strive to maintain these gains. The report accounts, “The promise of reducing access barriers to technology through public libraries has largely been realized. Looking forward, the challenge is to sustain this initial investment in technology.”¹

¹ “Toward Equality of Access: The Role of Public Libraries in Addressing the Digital Divide,”

In a press release commenting on the report from the federal Institute of Museum and Library Services, Dr. Martin, IMLS Director said, "Closing the digital divide and keeping it closed requires not only access to technology, but literacy, computer training, and good digital content." ²

The goal of the Technology Plan (2004 – 2007) is to provide the foundation required to support the use of technology at the B&ECPL for these and all other uses as the Library strives to *break new ground* on what can be accomplished as a community. To accomplish this goal, each of these vital infrastructure components must be sustained and developed:

NETWORK ARCHITECTURE

The network of the Buffalo and Erie County Public Library is now the heart of the Library's technology infrastructure. In the past, a single mainframe computer was often viewed as the core of an organization's data center. Today, it is the network that links each patron and staff member, in all fifty-two buildings or at home, school or office, with the Library's catalog, electronic resources and Internet. Its importance is understood and with the support of Erie County and "e-Rate" funding, major upgrades to the network and its backbone have taken place. The upgrades have consisted of the following:

- The "frame relay" network was completely replaced with point-to-point T1 circuits to all fifty-one branch and town libraries from the Central Library. The new T1's increased the bandwidth available to each library twenty-four times to 1.544 megabits per second. The cost of the T1's was made possible through the results of a competitive bid process and the 60% discounts provided as part of the "e-Rate" program begun as part of the Telecommunications Act of 1996.
- The bandwidth to the Internet was also doubled to four T1's or over 6 MB/second. A second upgrade to again double the bandwidth is now in process. This upgrade will not only provide higher performance but will provide complete redundancy to the Internet through use of a second ISP, AT&T.
- Complete protection from an electrical outage has been secured with the installation of a new generator at the Central Library, the location of the Network Center. Previously, while the center was protected

² Press Release IMLS February 25, 2004

with a UPS, it only provided electricity for twenty minutes, giving the computer operators enough time to safely shut down the servers and network devices. Recognizing the importance of the network to all fifty-one town and branch libraries, the Erie County Department of Public Works worked with the Library to develop specifications for the new generator, replacing a forty year old unit, to include protection of all equipment in the Network Center.

- Microsoft Active Directory was installed to provide improved control and security.

BASIC LIBRARY AUTOMATION

The Buffalo and Erie County Public Library was one of the first five public libraries in the United States to utilize the DRA (Data Research Associates) library automation software. Its use began in the early 1980's and long provided a stable environment for basic circulation, catalog, acquisitions and serials functions. In 2001, DRA was acquired by Sirsi, a major library systems automation vendor headquartered in Huntsville, Alabama. The merged organization was a leader among vendors in the library automation industry, based on its software and number of installed systems. Within a very short time, Sirsi announced that it would abandon **TAOS**, DRA's "new" generation of client-server-based software that the B&ECPL had planned to evaluate.

The scope of the planned evaluation widened to consider many options. After careful examination, the Library's team determined that the replacement of the almost obsolete current system with *Unicorn*, Sirsi's client-server based product would be the best and most cost-effective alternative. A contract was signed in December 2003 and implementation began immediately.

OPAC

Beacon, the web-based on-line public access catalog built upon DRA's Web 1 product, was replaced with Web2, a totally new system with many new features. The most popular feature was the ability for patrons to place requests on-line. The first full month of operation for this service was July 2002. At that time, patrons self-placed a total of 9,526 requests (24.8% of the total 38,453 requests placed that month). Just one year later (July 2003), statistics showed that patrons placed 31,493 requests, which represents 48% of the total 65,601 placed that month. Not only did the

number of patron-placed requests triple from July to July, the total number of requests placed in the system increased by 70%. Clearly, the public appreciated this service.

VIRTUAL LIBRARY

In November 2001, the Buffalo and Erie County Public Library achieved a major milestone with the opening of its fifty-third library – the e-Branch. Located physically in the Central Library, this virtual library supports the large collection of electronic resources now available from within the library walls and from remote locations twenty-four hours a day, 7 days a week. The implementation of WebFeat, a specialized program that allows patrons to simultaneously search multiple databases at one time was led by members of the e-Branch team. In addition, they provide reference services six days a week by phone and through a popular e-mail reference service, “AskUs.” Currently, the e-branch is investigating options to extend their valuable assistance and to offer “on-line chat” service.

PERSONAL COMPUTING AND INTERNET ACCESS

Many enhancements were made to the Buffalo and Erie County Public Library’s public access computing capabilities for both adults and children. In particular, the following were implemented:

- The Library’s web site underwent a major re-design and was greatly improved after a full-time professional web master was added to the staff of the Community Relations. The usage of the web site has grown dramatically and in 2003, there were over 1,500,000 visits to the site to take advantage of the many features including an on-line book club, reader’s advisory and access to over seventy-five electronic resources.
- Using a special grant provided by the Erie County Legislature, the Educational Technology Initiative (ETI), ninety-nine personal computers, designated as “Youth Resource Centers (YRCs),” were configured and installed in all library locations to provide special programs designed to assist students in grades 4-8. The software applications were selected by a team of children’s librarians specifically to supplement classroom training for the new and challenging state mandates. Use of the workstations is available to all

students without parental permission because the “YRC” computers do not offer full access to the Internet.

- Live “Homework Help” was launched at all libraries in the City of Buffalo and at the Reinstein Memorial Library. This online service, also available remotely through the Library’s web site, offered by the B&ECPL and Tutor.com allows 4th through 12th graders to access qualified, professional tutors for up to 20-minute, individualized, live tutoring sessions.

In addition, the number of workstations available to the patrons for public access computing grew by over 35% to over 600. Appendix C contains an inventory of these personal computers at the 52 libraries in the System.

As the enhancements were made and the number of workstations increased, the standardized “public access model” designed in 1998 became woefully out-of-date. In addition, major support issues became increasingly troublesome. It was impossible to keep the anti-virus software up-to-date and to travel to 52 libraries to touch over 700 workstations each time a patch to the operating system was required. A major special project was begun to investigate ways to upgrade the model while at the same time, implement strategies to enable the Network Support staff to easily maintain the resulting model.

As a result of the project, the following were accomplished:

- A new “public access model” was developed to include updated and new software for both adults and children. It was deployed on all workstations available to the public in all fifty-two library locations and the training labs.

The updated software for both adults and children included:

- Windows NT > Windows 2000
- Internet Explorer 4.01 > Internet Explorer 6.0
- Microsoft Office 97 > Microsoft Office XP

The new software for both adults and children was chosen carefully with input from librarians at all locations. The list is:

- Resume Maker
- Mavis Beacon Typing Tutor
- Publisher 2000

The new software for children was selected by the Children's Services librarians. After careful consideration, in order to maximize the number of programs that could be purchased with a limited budget, it was decided to limit the number of workstations in each library with children's software. The final list is:

- Caillou Magic Playhouse
- Miss Spider's Tea Party
- Blue's Clues ABC Time Activities
- Clifford Reading
- Kid Pix Deluxe 3

In addition, many "plug-ins" for Internet Explorer were updated.

- Because of the age of much of the existing hardware and the desire to be able to easily maintain the updated and new software applications, it was decided to use Citrix to deploy all of the adult programs except Microsoft Internet Explorer. A server "farm" was installed. All programs are up-to-date and more easily controlled by the Network Support Help Desk. The life of existing hardware was increased by three to five years.
- Using features of Microsoft Active Directory, procedures have been established to routinely update remotely all workstations at all fifty-two libraries. Patches to the operating system and the browser as well as "plug-in" updates and/or additions are performed weekly.
- A client-server anti-virus program was loaded on all workstations. Nightly the server is updated with the latest "signatures" and are "pushed down" daily to all public and staff workstations

Governing the use of the "public access workstations" at the B&ECPL is the *Internet Safety and Acceptable Use Policy*. Using it in conjunction with the *Rules of Conduct*, the policy has been very effective. It was modified once in July 2002 to affirm that filtering software would not be used at the B&ECPL and again in December 2003. Then, the Board of Trustees voted to amend the policy to include the use of filtering software at the recommendation of a Board Committee appointed to study their use as mandated by the Children's Internet Protection Act. Based on the cost to the Library if filters were not installed and technological advances in filtering software, the Committee felt that the B&ECPL must adhere to

Federal guidelines. The use of filtering software will begin on or before July 1, 2004.

STAFF COMPUTING AND OFFICE AUTOMATION

The number of computers assigned to staff also has grown substantially – over 33%. In some areas, such as the e-Branch and Business Office, the growth has been planned and the beginnings of a “staff model” have been created. The “staff model” now includes the use of Active Directory and server file space for backups and sharing. However, it does not include the use of Citrix to deploy the latest version of Microsoft Office and other programs to maximize the Library’s hardware investment. It must be enhanced and deployed on all staff computers as part of the Sirsi Unicorn migration when many of the existing dumb terminals will be replaced.

Staff communications have greatly improved with an enhanced Intranet. In addition, many additional staff members are utilizing the existing e-Mail system that provides the basic functionality but is missing many needed features such as remote access.

NETWORK SUPPORT ORGANIZATION

The Network Support organization, established in 1998, has continued to grow and mature. Today, the Library has an Information Systems team of skilled, highly trained and experienced professionals to support the existing use of technology at the B&ECPL and future development designed to meet its strategic objectives. The Network Support Office, led by the Deputy Director – CIO, continues to be staffed with seven full-time staff that provides almost “7 x 24” support to the fifty-two libraries and residents scattered throughout a 1,000 square mile county. The number of part-time employees in the department has increased by four and has provided a greater depth and ability to respond to special requirements. An organization chart is found in Appendix D.

Currently, the Library Information Systems Coordinator provides all programming services and VMS support for the DRA Library Automation System. However, this position is in a major period of transition as this system is replaced with Sirsi *Unicorn*, which runs under UNIX on a Sun Solaris server. The jobs of the three full-time and three part-time computer operators, who maintain a Help Desk and perform routine system processing and critical server backups, are also changing

dramatically to support the new hardware and software. The need for training is great and will be addressed in the coming year.

The Technical Support Services Specialist supports the connectivity to the Internet, the WAN (Wide Area Network), fifty-one LANs (Local Area Networks), security issues and all public and staff workstations. He is currently assisted by two "out-sourced" technicians in the maintenance of hundreds of desktop devices, including all Pentium-based workstations, dumb terminals, networked high-capacity laser printers, receipt printers, bar code scanners and OCR wands. The technicians are permanently assigned to the Library as part of a contract with IKON Business Systems. The contract value is approximately \$150,000 annually. IKON also provides the services of a full-time system engineer.

The Network Support team has become a critical resource to the Buffalo and Erie County Public Library and its performance has been enhanced through a partnership with the Office of Systems Public Services. Weekly meetings are held to establish plans, tasks, priorities, and schedules. Network Support staff members have developed a real sense of the importance of excellent public service and are dedicated to delivering it quickly and when it is expected and needed.

TRAINING

Staff technical training is the "norm" not the exception at the Buffalo and Erie County Public Library. For example, when the "public access model" was upgraded in 2003, the curriculum was upgraded to include the new "Public Access Management" software and the new programs installed on all workstations including the new version of *Microsoft Office* as well as *Mavis Beacon Typing Tutor* and *Resume Maker*. Also, exciting and important database courses, such as *Online Small Business Resources*, were taught to staff to prepare them for assisting patrons in the use of these valuable electronic resources.

Now, as part of the migration to the Sirsi Unicorn library automation software, a comprehensive training program is being planned for over four hundred staff members in the use of the new Sirsi *Unicorn* software. These classes will be conducted by approximately ten "super-users" who were trained by Sirsi. The Library's lead technology trainer is providing her expertise to work with this specially selected group to customize the courses to contain specific B&ECPL material and examples.

In addition, training for patrons at both the Central Library and throughout the system is a priority. At least ten interesting, challenging or just “plain fun” courses are held monthly at the Central Library where the availability of a second training lab, funded with a large 2003 grant from Verizon Super Pages, makes scheduling this training possible. This “LEAD” (Libraries Expand Access for Discovery) lab, with 12 student workstations, provided additional training opportunities for patrons and staff. A “Homework Happy Hour” was initiated for students across the County and many special programs were developed for school classes visiting the Central Library. The already full curriculum was expanded to include courses in the new software added to the public workstations and exciting new topics for patrons such as "MultiSearch: B&ECPL Catalog & Databases and "The Useful Web: Online Small Business Resources."

Specialized training for patrons and staff extend beyond the Central Library at a full-service training lab, funded by the Bill and Melinda Gates Foundation, at the East Delavan branch and with “Cyber Train” laptop labs transported to any facility in the County by Network Support for classes of patrons of up to ten students conducted by local library staff.

ENVIRONMENTAL AND TECHNOLOGY TRENDS

Economic factors, population and social trends and changes in legislation all affect the service goals and resource allocation decisions that the Library makes. In addition, rapid changes and the tremendous growth in technology also influence the institution, its staff and the expectations of its patrons.

In the last two B&ECPL Technology Plans, current trends, in both society and technology, were explored in order to assess their possible impact on the Library. Factors felt to affect the Buffalo and Erie County Public Library at the present time follow:

□ **Workforce Development**

The population and labor force continue to contract in the Buffalo-Niagara region resulting in a tight employment market. This factor is coupled with a growing “skills gap,” creating the need to develop and enhance workforce skills to better match job-seekers with the types of jobs becoming available in an unstable local economy. By continuing to provide free training opportunities and helpful software packages,

the Library offers the unemployed and underemployed the chance to obtain skills necessary to succeed.

❑ **Educational Standards**

With rigorous New York State standards and the fiscal crisis many public schools currently face, especially in the City of Buffalo, the B&ECPL is committed to providing innovative services to assist students of all ages.

❑ **Digital Divide**

Computer ownership with Internet access rates are rising rapidly nationwide. However, there are still large sections of America that are not adequately connected digitally. Western New York is one of them. Data shows that schools, libraries and other public institutions continue to serve groups that do not have online access at home. Certain populations, including the unemployed and urban/rural poor, are more likely to use public libraries to access the Internet. Through its free and open access to technology and electronic resources, the B&EPCL is working to close the “digital divide.”

❑ **Senior Population**

The number of American citizens over age 65 will double in the next 30 years, and the population of the Buffalo-Niagara region was found to be older on balance than its national counterparts. This is coupled with a decline in the young adult population in recent years. Such age shifts significantly affect the Library’s service delivery priorities.

❑ **Virtual Library Users**

Library patrons who are World Wide Web users, a growing group, expect customization, interactivity and customer support. Approaches that are user-focused instead of library-focused are increasingly relevant, including new ways and technologies to simplify the task of navigating a complex information scene, personalized and current awareness services and new features to web sites. The B&ECPL is finding ways to respond to this trend as well as provide remote access to library services and resources.

❑ **Community Awareness**

Public libraries face increasing competition for individuals’ time and attention from large chain bookstores and the Internet. This factor

increases the need for libraries to create a strong community presence through effective public relations and educational campaigns that emphasize the role of the professional librarian who is trained in acquiring useful and reliable information from a variety of sources.

□ **Legislation**

Legislation also affects the Library's operations. For instance, in June 2003, the Supreme Court upheld the Children's Internet Protection Act (CIPA), which mandates the use of filters for public libraries that seek federal funding for Internet access, service or internal connections. The B&ECPL is currently preparing to install filters on all computer workstations in compliance with CIPA.

□ **Wireless**

Wireless networks have proliferated and the public has become very accustomed in many parts of the United States to be able to connect to the Internet in the workplace, on campus, in the airport, at the coffee shop, in the backyard at home or wherever it is convenient without ever having to worry about a network cable. The ability to surf the web and grab e-mail while away from a desktop computer can be considered the killer application that has driven this demand for wireless networks or Wireless Fidelity (Wi-Fi).

However, wireless networks will not replace wired networks in the near future. A wireless LAN can provide a free on-ramp to the Internet or the means for hackers to invade an organization's network without adequate protection. These related security risks are a serious concern and the costs to defend an organization are not minimal. In addition, while increasing exponentially, the speed of wireless networks is still significantly slower. Wireless networks must be carefully planned and deployed.

RFID

RFID (Radio Frequency Identification) is a method of identifying unique items using radio waves. RFID tags can be read much faster than the traditional bar code labels and can streamline retail and library operations by speeding inventory, weeding and similar operations. In addition, because placement requirements for label reading are not as exacting, RFID simplifies checkout and check-in for staff, customers and library patrons.

Up until now, this technology has been very expensive and has had limited use but this may be changing soon. Computerworld reported in August 2003, “Everyone in the retail industry stopped and took notice when Wal-Mart Stores Inc. declared in June that it will urge its top 100 suppliers to deliver pallets and cases equipped with radio frequency identification (RFID) tags by 2005. Any directive issued by the world’s largest retailer has the potential to drive sweeping adoption, and this particular one could spell major changes for supply chain management.”³

Prices are expected to drop dramatically. However, depending how far it decreases from the average of fifty cents per tag, the impact to the retail industry and libraries is uncertain.

□ **Blogging**

A blog or “web log” is basically a journal that is available on the web. The activity of updating a blog is “blogging” and someone who keeps a blog is a “blogger.” Blogs are typically updated daily using software that allows people with little or no technical background to update and maintain the blog. Postings on a blog are usually arranged in chronological order with the most recent additions featured most prominently.

Begun in the early 1990’s, today, Hundreds of thousands of people maintain daily all types of blogs including news and commentary blogs – “sites packed with links and quips and ideas and arguments that only months ago were the near-monopoly of established news outlets. Poised between media, blogs can be as nuanced and well-sourced as traditional journalism, but they have the immediacy of talk radio. Amid it all, this much is clear: The phenomenon is real. Blogging is changing the media world and could, I think, foment a revolution in how journalism functions in our culture.”⁴

For the first time in a presidential election, “blogging” has been used and so far, it has had a significant impact. Potential voters throughout the country now can interact with the candidate rather than view him [her] through broadcast media. While Howard Dean failed to secure the nomination of the Democratic Party, use of blogs and on-line meetings made Dean a viable candidate and allowed him to raise over forty million dollars for his campaign.

³ Carol Sliwa, “RFID Tunes into Supply Chains,” *Computerworld*, COMPUTERWORLD, August 18, 2003.

⁴ Andrew Sullivan, “The Blogging Revolution,” *Wired*, May, 2002.

GOALS AND OBJECTIVES

Each of the goals and objectives in the Technology Plan (2004 – 2007) is tied directly to one or more of the service improvement targets defined in the strategic and five year planning process of the Buffalo and Erie County Public Library. These goals and objectives are listed below:

- ❑ Evaluate and improve the B&ECPL’s operations and services.
- ❑ Refine and maintain state-of-the-art resources for the public and staff.
- ❑ Strengthen information access and delivery.
- ❑ Attract, develop and encourage a diverse and skilled staff.
- ❑ Promote the use of library resources and services.
- ❑ Secure the public and private funding necessary to fulfill the Library’s mission.

To create the plan for 2004 – 2007, a list of potential projects was created and matched against this list to ensure that those selected would support the Library in “strengthening the community through exceptional library service.” The result is a list of over twenty major projects and is found in Appendix F.

The strategic plan update, *Breaking New Ground*, provides the blueprint to build a strong foundation for serving future generations of library users. Just as the blueprint for a major construction project is a multi-layer document with specific plans for each important supporting function (e.g. electrical), the Technology Plan offers the specialized details necessary for this critical foundation.

The details consist of two major elements – new projects required to deliver enhanced services and tasks required to maintain and support the critical network infrastructure carefully built in the last seven years. The plan recognizes the importance of both.

Each of the over twenty defined projects were developed, prioritized and scheduled to meet the service goals and objectives of the B&ECPL. Each project was broken down by the goals, objectives and activities associated with it as well as its target dates and details of the technology/training/other resources required. A budget was developed for each project. A “Project Summary” for

each project is in Appendix G.

THE TECHNOLOGY BLUEPRINT - NEW AND ONGOING PROJECTS

Many of the projects were created as a result of previously successful efforts and will build upon these accomplishments. Others are represent brand new technologies and will allow Network Support and librarian staff to achieve important new triumphs.

These projects include:

- ❑ Administration
- ❑ Digitization
- ❑ e-Books
- ❑ e-Branch
- ❑ Electronic Resources
- ❑ e-Mail
- ❑ ILL (Interlibrary Loan)
- ❑ Intranet
- ❑ Mobile Libraries
- ❑ Public Access Computing
- ❑ Process Improvement Project
- ❑ RFID
- ❑ Staff Computing
- ❑ Support Services
- ❑ Sirsi Voice Automation
- ❑ Telephone System
- ❑ Training
- ❑ Website

- Wireless Communications

THE TECHNOLOGY BLUEPRINT - INFRASTRUCTURE & NETWORK

The significant accomplishments of the past three years were only possible because of the significant investment in the network infrastructure at each of the fifty-two library locations. To continue to grow, the Buffalo and Erie County Public Library must work hard to maintain these gains by preserving and replacing components as necessary and building new elements as required.

The infrastructure goals of the Technology Plan (2004 – 2007) address immediate improvements necessary to the hardware, network and systems already in use. They include:

- Existing Network & Infrastructure
- New Library Construction

NETWORK STRATEGY

SECURITY

Security of the network is critical to the Buffalo & Erie County Public Library. The resources of the Library must be protected and the privacy of patron information must be guarded. The Technology Plan (2004 – 2007) includes a multi-faceted, comprehensive strategy to ensure effective system-wide security.

OFFICE OF NETWORK SUPPORT STAFFING

The complexity of the Buffalo & Erie County Public Library network has and will continue to increase. Resource demands have expanded accordingly. However, at the same time, great strides have been made in developing methods to remotely support and maintain the vast hardware and software inventory. A major objective for 2004 – 2007 is to continue to take advantage of productivity tools to maximize the productivity of the staff while responding to the critical service needs of the staff and patrons.

TRAINING

Training is integral to the B&ECPL and a very important element of the Technology Plan (2004 – 2007) – for both the public and staff. The administration of the B&ECPL has long recognized the importance of formalized training for

staff. A Training Task Force was established to develop plans for an overall training program and to regularly propose updates and additions to the program as warranted. With the Bill and Melinda Gates Foundation grants acting as impetus, technology training has become very predominate in this Library System. The rapid deployment of technology in recent years has brought training for the public to the forefront as well.

There are three formal computer-training labs located at the following libraries:

❑ Central Library

The original “Training Lab” consists of twenty-two student workstations and a PC for the instructor. It was constructed in 1998. Using funds from a new 2004 “Staying Connected” grant from the Bill and Melinda Gates Foundation, equipment in this heavily used facility will be replaced.

❑ Central Library – Verizon “Super Pages” LEAD Lab

The LEAD Lab was built in 2003 with a grant provided by Verizon “Super Pages” and consists of twelve student workstations and a PC for the instructor.

❑ East Delavan

This lab was built in 2000 a grant provided by the Bill and Melinda Gates Foundation and consists of twelve student workstations and a PC for the instructor

In addition, there are three “Cyber Trains” consisting of 9-10 laptop computers used as traveling labs. All labs are used to train the public and staff. Course offerings include basic, as well as more advanced, aspects of the Internet, computer applications software, computer basics, electronic reference tools and the staff Intranet. There are also “Homework Happy Hours” and special programs for children.

A “Train the Trainer” approach has been particularly effective for staff. All staff must attend the basic series of classes. While attendance is not mandatory for the intermediate and advanced classes, participation is strongly encouraged. Classes, for the public and for staff, are repeated regularly to ensure that all have an opportunity to attend. The course schedule for Winter 2004, found in Appendix E, demonstrates the frequency and diversity of courses offered on a regular basis.

As new electronic reference tools are considered, product demonstrations are conducted at the Central Library in the training labs and public service staff are encouraged to attend. Products under consideration are also accessible through the staff Intranet. Once a new product has been added to the network, formal classes are offered in its use.

The Assistant Deputy Director for Human Resources is responsible for training at the System level. A full-time Librarian II is dedicated to training and subject specialist librarians develop and present programs. Clerical staff serve as monitors during classes to aid participants.

Technology training is also available through Erie County Community College. The Human Resources Department distributes a list of offerings and staff can sign up to attend classes on release time. Staff are encouraged to attend conferences, usually receive release time and can apply for limited professional development funds set aside for conference travel.

While formal technical training will be required for many of the projects, identified in the Technology Plan (2004 – 2007), especially the Sirsi migration, a “train the trainer” approach also will be employed. Consultants will be judiciously engaged with the intention of both completing the task and providing on-the-job teaching. The staff in the Office of Network Support will also avail themselves of the Library’s collection of technical materials.

In addition to this training, the technical staff will participate with professional librarians in conferences and joint meetings to ensure proper information exchange. It will be very important for selected staff from both Network Support and Support Services to attend the annual Sirsi Super Conference in order to learn about the new Unicorn application. Important ALA and PLA conferences, as well as local sessions on relevant topics such as e-books, will be attended to ensure that the continued relevance of the Library’s plans.

BUDGET

Appendix H provides an analysis of the costs necessary to implement the Library’s goals and related objectives and the funding available for these projects.

SCHEDULE

The Library Director and the Administrative Team, with input from the

Technology Services Committee, have prioritized the goals and objectives. A schedule for 2004 has been established and a tentative timetable for the remaining goals and objectives has been projected. Both are found in Appendix I.

EVALUATION

The Buffalo & Erie County Public Library Technology Plan (2004 – 2007) will be updated frequently to address the Library's strategic and operational requirements, the needs of the community and the emergence of new technologies. The Library recognizes that changes in network and communication technologies will affect projected costs and schedules. Throughout each year, fine-tuning will be provided through separate weekly meetings of 1) the Administrative Team and 2) Network Support and the Office of System Public Services and monthly managers' meetings, which involve all department heads and contracting library directors. All Library goals and objectives are revisited annually to ensure that they are still appropriate and relevant to the mission of the Buffalo and Erie County Public Library. The Director and the Administrative Team will consider any changes in circumstances and refine the plan as needed.

The status of the goals and objectives defined in the Technology Plan (2001 – 2004) is summarized in Appendix B. The document reviews each major project and measures the extent to which the plan has met its original objectives. The results of a recent patron survey conducted at all fifty-two locations reveals that the residents of Buffalo and Erie County are very satisfied with the technology and computer workstations provided at their local libraries. Use of public access computers is growing at a rate of over 20%.

In the evaluation of the goals and objectives of the Technology Plan (2004 – 2007), specific outcomes will be measured for each project by the project manager and verified by the Administrative Team led by the Library Director. Patron utilization tracking and satisfaction surveys will be continued, especially for public access workstations and training classes, and use of newly implemented tracking software (e.g. Web Trends, WebFeat *WUT*) will provide statistical data to gauge success. Monthly, annual and final reports will be generated.

ACKNOWLEDGEMENTS

The Buffalo & Erie County Public Library would like to express its sincere appreciation to the following organizations for their financial contributions,

technical guidance and never-ending encouragement. Without their support, the successful execution of the 1997 and 2001 Technology Plans would not have been possible.

- ❑ Bill and Melinda Gates Foundation
- ❑ Erie County Legislature
- ❑ MCI LibraryLINK
- ❑ The Library Foundation of Buffalo & Erie County
- ❑ Margaret L. Wendt Foundation
- ❑ James H. Cummings Foundation
- ❑ Goldome Foundation

In addition, the input of the staff and the community it serves has been very important in the development of this plan. In particular, the significant contributions to this plan by the following groups are deeply appreciated:

- ❑ e-Branch - Carol Batt
- ❑ Support Services - Lucille DeFranks and Ann Kling
- ❑ Service Evaluation & Planning Committee - Peggy Skotnicki
- ❑ Technology Services Committee – Mary Ann Ozimek & the team
 - Matthew Best
 - Brian Fending
 - Carey Caserta
 - Pat Forsberg
 - Johnny Hsu
 - Kathy Kimble
 - Maureen McLaughlin
 - Jim Stelzle
 - Cynthia Van Ness
- ❑ Community Relations – Ami Patrick, Dawn Stanton & Darlene Pennachi

The Buffalo & Erie County Public Library recognizes that excellence is not an accident. It will only be with continued funding from our committed benefactors and sustained diligence and dedication of the staff that the Technology Plan (2004 – 2007) will achieve its goal to *strengthen a community through exceptional service ... by sharing a world of information.*

AMERICAN LIBRARY ASSOCIATION

Library Bill of Rights

The American Library Association affirms that all libraries are forums for information and ideas, and that the following basic policies should guide their services.

- I. Books and other library resources should be provided for the interest, information, and enlightenment of all people of the community the library serves. Materials should not be excluded because of the origin, background, or views of those contributing to their creation.
- II. Libraries should provide materials and information presenting all points of view on current and historical issues. Materials should not be proscribed or removed because of partisan or doctrinal disapproval.
- III. Libraries should challenge censorship in the fulfillment of their responsibility to provide information and enlightenment.
- IV. Libraries should cooperate with all persons and groups concerned with resisting abridgment of free expression and free access to ideas.
- V. A person's right to use a library should not be denied or abridged because of origin, age, background, or views.
- VI. Libraries which make exhibit spaces and meeting rooms available to the public they serve should make such facilities available on an equitable basis, regardless of the beliefs or affiliations of individuals or groups requesting their use.

Buffalo and Erie County Public Library
Technology Plan (2001 - 2004)
Accomplishments

Goal Number	Project	Description	Year	Status	Comments	Project Number
3	Web/catalog	Web 2 - Limiting by Location	2001	Completed	Web2, was installed with this feature in June 2002.	1
3	Web/catalog	Web 2 - Patron Information	2001	Completed	Web2, was installed with this feature in June 2002.	1
3	Web/catalog	Web 2 - Patron Requests & Renewals	2001	Completed	Late in June 2002, the B&ECPL introduced a new version of the online catalog that allows patrons to place their own requests for library materials. The first full month of operation for this service was July 2002. At that time, patrons self-placed a total of 9,526 requests (24.8% of the total 38,453 requests placed that month). Just one year later (July 2003), statistics show that patrons placed 31,493 requests, which represents 48% of the total 65,601 placed that month. Not only did the number of patron-placed requests triple from July to July, the total number of requests placed in the system increased by 70%. Clearly, this is a service the public appreciates and uses.	1
3	Web/catalog	Web 2 - Install	2001	Completed	Web2, was installed in June 2002.	1
3	Web/catalog	Web 2 - Spanish Language Catalog	2001	Deferred	It was decided to wait until the migration to Sirsi Unicorn was completed to begin the development of a Spanish Language Catalog.	1
3	Web/catalog	Web 2 - Children's Catalog	2002	Deferred	It was decided to wait until Sirsi delivers a specialized catalog for libraries using Web2 with Unicorn. This catalog will be the basis for the B&ECPL Children's Catalog.	1
3	Web/catalog	MFHL	2003	Cancelled	The installation of DRA's MFHL module is not necessary with Sirsi's Unicorn application.	1
3	Web/catalog	Web 2 - Search Other Catalogs	2003	Deferred	While Z39.50 and Web2 were implemented, management and librarian staff did not feel, at this time, that patrons required simultaneous searching of other institution's catalog with B&ECPL catalog. It will be considered in the future.	1
3	Web/catalog	Catalog - Web Sites (Project CORC, ISAAC Network)	2003	Completed	DartClix, a subscription service provided by Brodart, was acquired to obtain a complete up-to-date backlist of thousands of excellent cataloged web sites in MARC format. 500 new web sites are added each month.	1
3	Web/catalog	Integrate catalog and database searches	2003	Completed	WebFeat was implemented in December 2003. WebFeat provides patrons with the ability to search the Library's catalog at the same time as its electronic resources.	1
1	Perf. Measures	Performance Measures (Usage Statistics)	2001	Ongoing	Significant progress was made. WebFeat provides usage statistics for electronic resources. In addition, Web Trends was purchased to provide statistics about the use of the Library's web site.	2
1	Network	Strengthen Network's Ability to Maintain Public Access & Staff Workstations	2001	Ongoing	Network Support was re-organized to operate more effectively and additional part-time staff was hired to perform routine or repetitive tasks to free full-time staff to complete high-impact projects. Critical procedures were documented. Weekly meetings are held with Manager, Office of System Public Services to prioritize, plan and schedule activities.	3
1	Patron Database	Reregistration	2001	Completed	All existing library patrons were re-registered and provided with new library cards with the new library logo. Patrons who did not re-register and had no activity or outstanding fines were deleted from the database. Today, there are over 350,000 active patrons.	4

Buffalo and Erie County Public Library
Technology Plan (2001 - 2004)
Accomplishments

Goal Number	Project	Description	Year	Status	Comments	Project Number
1	Collection Agency	Collection Agency	2001	Completed	The DRA Classic Collection Agency module was implemented as part of a contractual relationship with Unique Management to serve as the Buffalo & Erie County Public Library's collection agency. Since the inception of its use, patrons have paid for or returned items valued over \$500,000.	5
1	CIPA	Filter Acquisition Process Begin 2001 Install 2002 (CIPA)	2001	In progress	The Board of Trustees of the Buffalo & Erie County Public Library voted in December 2003 to modify the Internet and Personal Computing Acceptable Use Policy to incorporate the use of filters. Implementation will take place prior to July 2004.	6
1	Improved Routines	Finger Image Identification Pilot Study	2001	Completed	"Touch and Go - Borrowing at your fingertips without a library card!" - was developed in Western New York by Ultra Scan Corporation. "Touch and Go!" employs a revolutionary technology that is being used throughout the world in a variety of applications. It identifies a person by imaging a finger and looking at its unique characteristics, thereby eliminating the need for library cards or other ID. The Buffalo & Erie County Public Library was selected to be the first public library in the world to apply this technology in developing new concepts for the libraries of the future. The Central Library and the Crane branch, in the City of Buffalo, were sites of the pilot study.	7
1	Improved Routines	Printer Cost Recovery	2001	Deferred	Implementation will include module which will allow patrons to reserve and to use self-authentication to use public access workstations without staff intervention.	7
1	Improved Routines	Investigate Self checkout - Pilot	2002	Completed	Self checkout machines were successfully tested, purchased and installed at the Audubon, Clearfield and Clarence libraries.	7
1	Improved Routines	Automated Telephone renewals	2002	In progress	Sirsi Voice Automation (SVA) software was acquired. The patron renewal process has been successfully tested and may be implemented as soon as formal procedures, including a marketing campaign, are developed.	7
1	Improved Routines	Automated Telephone/e-mail notices	2002	In progress	Sirsi Voice Automation (SVA) software was acquired. "Hold Notices" have been successfully generated to inform selected test patrons by phone that requested materials are available. Library management are now reviewing implementation options.	7
1	Process Improvement	Process Improvement Database Development	2001	Completed	The Process Improvement Database has been developed.	8
1	Collins Library	Update technology in new libraries	2001	Completed	The new Collins Library was opened in October 2001 with an expanded local and wide area network providing additional public access computing opportunities for both adult and child patrons.	9
1	Akron Library	Update technology in new libraries	2001	Completed	The new Town of Newstead Library in Akron was opened in June 2002 with an expanded local and wide area network providing additional public access computing opportunities for both adult and child patrons.	9
1	NJF Libray	Update technology in new libraries	2002	Deferred	Construction of the new Frank E. Merriweather Library, being built to replace the existing North Jefferson Library, has not yet begun. The project will be deferred.	9

Buffalo and Erie County Public Library
Technology Plan (2001 - 2004)
Accomplishments

Goal Number	Project	Description	Year	Status	Comments	Project Number
2	Gates	Gates Grant (New York State 2001) Computer Additions	2001	Completed	Twenty additional public access workstations were added at the Collins, Kenilworth, Reinstein and Sheridan-Parkside libraries.	10
2	Public Access Model	Backup/Recovery Procedures Improvements	2001	Completed	Server backup procedures were developed, tested and implemented. Software was upgraded and new hardware was purchased.	11
2	Public Access Model	Upgrade "Public Access" Model Software	2001	Completed	All public access computers were upgraded with updated versions of software and new programs.	11
2	Public Access Model	Spanish Language version "Public Access" Model	2001	Deferred	The development of a specialized "Public Access Model" with Spanish applications to be implemented at selected facilities will be considered as part of the project to provide a Spanish Web2 Catalog.	11
2	Public Access Model	Virus Protection	2001	Ongoing	The Computer Associates e-Trust anti-virus program was installed on over 1,000 workstations and servers. Each day, daily updates are made to the program automatically.	11
2	Public Access Model	Managing the New Infrastructure - evaluate Citrix, SMS, Cybrarian, Reserve-It	2002		Network Support now utilizes Citrix, Admin Studio and Microsoft Active Directory to manage the public access workstation infrastructure and is developing a plan to use these technologies similarly for staff.	11
2	Public Access Model	Add Hardware to "Public Access" Model	2003		Upgraded public access model was designed to include the addition of color printers.	11
2	Security	Security - Improved Firewall	2001	Ongoing	Adequate security have been maintained.	12
2	Staff Computers	Expand and Replace Work Stations for Staff	2001	Ongoing	As part of the Sirsi Unicorn migration project, all dumb terminals will be replaced with state-of-the-art workstations at the charge desk and in the workroom. Operating system and applications on existing workstations will be upgraded. All users will be joined to the staff domain.	13
2	ETI	ETI - Matching Grant Projects	2001	Completed	All ETI "Matching Grant" projects were completed at the fifty-two library locations.	14
2	ETI	ETI - Youth Resource Centers	2001	Completed	Ninty-nine "Youth Resource Center" workstations were installed at fifty-two library locations.	14
5	ETI	ETI - Cyber Train and Cyber Camps	2001	Completed	Three "Cyber Trains," consisting of an instructor laptop computer, 8-9 student laptops and wireless communication equipment, were configured, purchased and installed. The hardware was used very successfully in a set of summer programs conducted throughout the County for children in grades 4-8. In addition, the mobile classrooms are used for special training programs during the school year.	14
2	Web Site	New Electronic Resources	2001	Ongoing	The number of electronic resources has grown dramatically since 2001. There are now over 75 databases available to staff and patrons. All are available at the Central Library while a core group of specialized ones can be accessed from libraries designated as "regional" and a basic collection can be used at all facilities. In addition, remote access is provided for many of these valuable tools. Control procedures have been established to streamline the addition of new electronic resources and modification to access definitions.	15

Buffalo and Erie County Public Library
Technology Plan (2001 - 2004)
Accomplishments

Goal Number	Project	Description	Year	Status	Comments	Project Number
2	Web Site	Web site upgrade - Homework Centers	2001	Ongoing	"Live Homework Help" through a strategic partnership with Tutor.com is available remotely to all students in Erie County through the Buffalo & Erie County Public Library and at the City of Buffalo branches and the Reinstein branch in Cheektowaga.	15
2	Web Site	Web site maintenance - Reference Desk (check links, etc.)	2001	Ongoing	The Linkcheck feature of WebTrends was identified as the best tool to use for monthly "broken link" reports to be run alongside statistical analyses. Additionally, the Reference Desk itself, which contains most outbound links at www.buffalolib.org, will be upgraded in 2004 to allow for direct, real-time updating by eBranch staff. In 2004-2005, linkchecks will be scheduled to run frequently.	15
2	Web Site	Web Site Upgrade - Expanded On-line Tutorials	2001	Ongoing	Twenty-three on-line tutorials, covering a wide range of topics, for adult and child patrons, are now available on the Library's web site. The content and look of these tutorials were updated in 2003.	15
1	Web Site	Web Site upgrade - Creation & Management Software	2002	Ongoing	Software tools have been expanded to include the latest Macromedia Web authoring software. Further upgrades are planned to keep pace with technical requirements.	15
2	Web Site	Web-Based Collaboration Applications (e.g., GIS)	2002		The Library served as a member of an Erie County task force to investigate county-wide usage of GIS applications. Further investigation may take place if funding is available. Options for other collaborative, Web-based applications may be explored.	15
5	Web Site	Electronic Dissemination - Promote Library Events and Usage	2002		The Programs & Events database was remarketed as What's Happening @ your library™ and upgraded for advanced searching capabilities. Additionally, each library's marketing page lists all upcoming events, several of which are combined and promoted every weekday via the OnLine Book Club service. An application to allow patrons to sign up for e-mail newsletters online was also developed; a periodic e-mail newsletter is slated to begin distribution in 2004.	15
5	Web Site	Web Site Upgrade - On-line Book Discussion Groups	2003	Ongoing	The Buffalo and Erie County Public Library (B&ECPL) first implemented its OnLine Book Club service on its web site offering to deliver to patrons daily a portion of a chapter of a popular novel. Based upon its popularity, 10 new genres, including business, mystery, romance, science fiction and horror, were added in mid-2003.	15
5	Web Site	Web site upgrade - Reader's Advisory	2003	Ongoing	A new feature of the B&ECPL web site, "Good Reads - Beyond Best Sellers: What Staff Recommend" was added and has received very positive compliments.	15
5	Web Site	Online Program Registration	2003	Deferred	The scoping of this project began in 2003, and development has been deferred to 2004-2005.	15
1	Web Site	Web Site Upgrade - Customization/personalization	2004	Deferred	Customization/personalization of the website by visitors is being investigated as part of the 2004 website redesign.	15
1	Web Site	Alternative Online Payment Options	2004	Deferred	e-Commerce options will be provided with the 2004 version of Sirsi Unicorn.	15
3	Bandwidth	Bandwidth Upgrades	2001	Ongoing	Fractional T1 (56K to 84K) frame relay circuits at all fifty-one branch and town libraries were replaced with full point-to-point T1 lines. Internet bandwidth was doubled.	16

Buffalo and Erie County Public Library
Technology Plan (2001 - 2004)
Accomplishments

Goal Number	Project	Description	Year	Status	Comments	Project Number
3	Assistive Technology	Assistive technology (software and accessories for persons with disabilities)	2001	Ongoing	At least one workstation at every library facility has ZoomText magnification software available to patrons with impaired vision. Jaws, screen reading software, is available at 5 libraries. The Central Library now provides circulating Telecommunication Devices for the Deaf (TDD). Evaluated cost to provide a TTY at a public phone in the Central Library.	17
3	Digitization	Digitization of unique items in the B&ECPL collection	2001	In progress	The B&ECPL's first digital imaging pilot project, "The Great Race," has begun. It will showcase rare library holdings on the Buffalo-built Thomas Flyer automobile, winner of the world famous race from New York to Paris in 1908	18
3	ILL	ILL	2001	In progress	As part of a grant received from the Western New York Resources Council, a workstation, with a "bookscribe" scanner and Ariel software was installed.	19
3	ILL	Regional and Statewide Virtual Catalogs	2003	Completed	A Z39.50 interface with the WNYLRC Virtual Catalog was established.	19
3	RRC	Remote Reference Service - E-Mail	2001	Completed	e-Mail reference service is offered by the B&ECPL e-Branch through the web site's "Ask Us" section.	20
3	RRC	Remote Reference Service - Extend Service Hours	2001	Completed	e-Mail reference service is now offered by the B&ECPL e-Branch from 9 AM to 5 PM on Monday through Saturday, a 37% increase.	20
3	RRC	Remote Reference Service - On-Line Chat	2004	In progress	The B&ECPL is currently working with the Western New York Library Resource Council (WNYLRC) on evaluating options for 24x7 reference services and the use of interactive, real-time delivery programs.	20
4	Training	Training - Staff	2001	Completed	The staff curriculum is reviewed regularly and updated as necessary to meet current technology requirements. Of particular importance was the 2003 classes held in the new Public Access Computer Management program and the participation in the Bill and Melinda Gates Foundation New York State training grant which included a "PC Troubleshooting and Tips" course. Almost 2,400 students have been trained in the last 3 years.	21
5	Training	Training - Public	2001	Completed	Public training was expanded to include specialized Internet courses (e.g. <i>The Useful Web: Online Small Business Resources, Online Personal Financial Information, College Aid, Online Consumer Resources, Online Health Resources</i> and classes in the new application programs offered as part of the upgraded public access model. Over 4,000 students have been trained in the last 3 years.	21
2	Training	Second Central Library Training Lab for Public and Staff	2002	Completed	In March 2003, television, radio and newspaper attention focused on the grand opening and ribbon-cutting ceremony at the Central Library's new 12-workstation technology training lab. Students from Buffalo Public School #6 participated in the first instruction and guided practice session. Library, government and Verizon SuperPages officials were pleased with the facility and the supporting curriculum, which take their name from the B&ECPL's new program, Libraries Enhance Access for Discovery (LEAD) through Technology, developed with funds from Verizon SuperPages and the Library Foundation.	21

Buffalo and Erie County Public Library
Technology Plan (2001 - 2004)
Accomplishments

Goal Number	Project	Description	Year	Status	Comments	Project Number
2	Training	Training - Distance Learning	2004	Deferred		21
1	DRA	Library Automation System Evaluation	2002	In progress	The evaluation of the DRA Classic Library Automation System culminated with the decision to upgrade to the Sirsi Unicorn application. Migration is in progress and implementation is expected to be completed in the 3rd quarter 2004.	22
4	Internal Communication	New E-Mail System	2002	Deferred		23
4	Internal Communication	Automatic maintenance of necessary internal distribution lists	2002	Deferred		23
4	Internal Communication	Upgrade Intranet	2002	Ongoing	The Intranet has been upgraded to include remote access and many new features that have engaged staff to use it on a regular basis as a vital internal communication tool.	23
3	Universal Design	Web site upgrade - Universal Design (Bobby)	2002	Ongoing	The Buffalo & Erie County Public Library's web site (http://www.buffalolib.org) has reached a Bobby-approved rating and proudly displays the Bobby Approved icon, identifying the commitment to inclusion.	24
1	Mobiles	Mobile Library Service - put bookmobiles on-line	2003	Ongoing	A study of the B&ECPL Mobile Library Services was conducted as part of the Urban Libraries Council's Executive Leadership Institute to develop recommendations for sustaining and refining those services to our community. A final report was prepared containing plans to update the current off-line circulation processing to on-line using a wireless Internet connection. The report has been referred to the RENEWAL Committee of the Board of Trustees to allow its members to review the findings, analyze the data and develop recommendations for the Board.	25
2	Electronic Collection	New Technologies - E-Books	2003	Ongoing	Library management monitored developments in standards and use of e-books within public libraries. Assessment was to delay addition to collection until e-books became independent of hardware devices, pricing stabilized and popularity warrants.	26
3	Rare Books	Rare Book Consortium Catalog	2003	Cancelled		27
6	Funding	E-rate	2001	Ongoing	All e-Rate funding applications have been completed. To date, discounts of over one million two hundred fifty thousand dollars have been received by the Buffalo & Erie County Public Library.	28
6	Funding	State Reports	2001	Ongoing	All statistical information required for the completion of the annual reports to the State of New York. has been generated.	29

**Buffalo & Erie County Public Library
Current Inventory Assessment**

Network Equipment and No. of Workstations by Type by Library

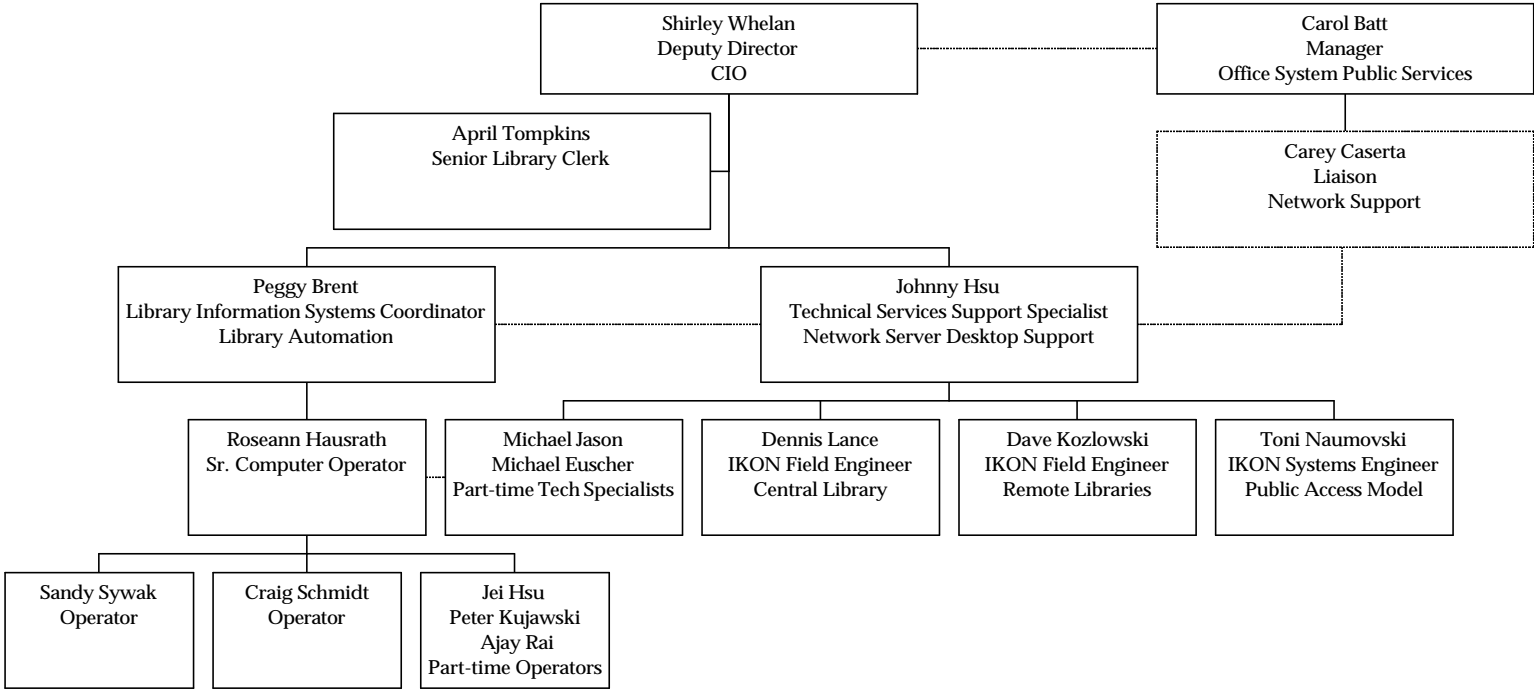
Library	Bandwidth (T1)	Cisco Router Model	Hub/Switch Model	Server	Staff Workstations	Public Access Workstations*	Youth Resource Centers**	Total
Alden (Ewell) Free Library	T1	2620	Nortel Switch 350	1	1	4	1	7
Amherst Public Library								
<i>Audubon</i>	T1	2620	Nortel Switch 350 +Nortel Switch 450	1	8	15	4	28
<i>Clearfield</i>	T1	2620	Nortel Switch 350 + Xyplex Hub	1	4	13	4	22
<i>Egbertsville-Snyder</i>	T1	2620	Nortel Switch 303	1	2	6	3	12
<i>Williamsville</i>	T1	2620	Nortel Switch 350	1	3	5	3	12
Angola Public Library	T1	2620	Nortel Switch 350	1	1	6	1	9
Aurora Town Public Library		2620						
<i>East Aurora</i>	T1	2620	Nortel Switch 350	1	2	9	2	14
<i>West Falls</i>	T1	2620	Nortel Switch 350	1	1	3	1	6
Boston Free Library	T1	2620	Nortel Switch 350	1	1	4	2	8
Cheektowaga Public Library		2620						
<i>Julia Boyer Reinstein</i>	T1	2620	Nortel Switch 350 + Nortel Switch 450	1	4	19	3	27
<i>North Cheektowaga</i>	T1	2620	Nortel Switch 303	1	1	4	3	9
<i>Reinstein</i>	T1	2620	Nortel Switch 350 + Nortel Switch 303	1	2	14	3	20
<i>South Cheektowaga</i>	T1	2620	Nortel Switch 350	1	1	4	2	8
Clarence Public Library	T1	2620	Nortel Switch 350 + Nortel Switch 350	1	9	14	5	29
Collins (Town of) Public Library	T1	2620	Nortel Switch 350	1	4	8	2	15
Concord (Town of) - Hubert Library	T1	2620	Nortel Switch 303	1	2	8	3	14
Eden Library	T1	2620	Nortel Switch 303	1	1	6	2	10
Elma Public Library	T1	2620	Nortel Switch 350	1	2	8	2	13
Grand Island Memorial Library	T1	2620	Nortel Switch 350	1	2	13	2	18
Hamburg Public Library		2620						
<i>Blasdell</i>	T1	2620	Nortel Switch 350	1	1	4	1	7
<i>Hamburg</i>	T1	2620	Nortel Switch 350	1	4	10	2	17
<i>Lakeshore</i>	T1	2620	Nortel Switch 350	1	1	6	1	9
Lackawanna Public Library	T1	2620	Nortel Switch 303	1	1	8	2	12
Lancaster Public Library		2620						
<i>Depew</i>	T1	2620	Nortel Switch 350	1	1	5	1	8
<i>Lancaster</i>	T1	2620	Nortel Switch 350 + Allied Telesyn Switch	1	1	9	2	13
Marilla Free Library	T1	2620	Nortel Switch 350	1	1	5	1	8
Newstead Public Library	T1	2620	Nortel Switch 303	1	5	8	3	17
North Collins (Town of) Public Library	T1	2620	Nortel Switch 350	1	2	8	2	13
Orchard Park Public Library	T1	2620	Nortel Switch 350	1	4	16	2	23
Tonawanda (City of) Public Library	T1	2620	Nortel Switch 350	1	1	6	3	11
Tonawanda (Town of) Public Library		2620						
<i>Brighton</i>	T1	2620	Nortel Switch 303	1	1	6	1	9
<i>Greenhaven</i>	T1	2620	Nortel Switch 303	1	1	6	2	10
<i>Kenilworth</i>	T1	2620	Nortel Switch 350	1	2	10	2	15
<i>Kenmore</i>	T1	2620	Nortel Switch 350	1	5	12	2	20
<i>Sheridan Parkside</i>	T1	2620	Nortel Switch 350	1	1	6	2	10
West Seneca Public Library	T1	2620	Nortel Switch 350	1	2	13	2	18
Central Library	2 - T3	7206	Cisco 2900 Catalyst 5500	32	169	157	2	360
Buffalo City Branches		2620						
<i>Cazenovia</i>	T1	2620	CentreCom (Allied Telesis)	1	1	12	1	15
<i>Crane</i>	T1	2620	Nortel Switch 303	1	1	11	1	14
<i>Dudley</i>	T1	2620	Nortel Switch 303	1	1	9	2	13
<i>East Clinton</i>	T1	2620	Nortel Switch 350	1	1	9	2	13
<i>East Delavan</i>	T1	2620	Cisco Switch 2948	1	2	22	1	26
<i>Fairfield</i>	T1	2620	Nortel Switch 303	1	1	8	1	11
<i>Fronczak</i>	T1	2620	Nortel Switch 303	1	1	11	1	14
<i>Kensington</i>	T1	2620	Nortel Switch 303	1	1	9	1	12
<i>King</i>	T1	2620	Nortel Switch 303	1	1	7	1	10
<i>Mead</i>	T1	2620	Nortel Switch 350	1	1	9	1	12
<i>Niagara</i>	T1	2620	Nortel Switch 303	1	1	9	2	13
<i>North Jefferson</i>	T1	2620	Nortel Switch 350	1	1	7	1	10
<i>North Park</i>	T1	2620	Nortel Switch 350	1	1	12	1	15
<i>Northwest</i>	T1	2620	Nortel Switch 303	1	1	7	1	10
<i>Riverside</i>	T1	2620	Nortel Switch 303	1	1	12	1	15
Total				83	270	612	99	1,064

* All "Public Access" workstations are capable of Internet Access

** Youth Resource Center" workstations do not have Internet Access



Network Support Organization Chart – March 2004



BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 - 2007

APPENDIX E

Computer Training
Sample Classes and Schedule

B&ECPL Online Resources:

MultiSearch: B&ECPL Catalog and Databases

Learn to search for information from the Library Catalog, B&ECPL databases and selected websites with a single search. **This hands-on workshop is for people with basic mouse, keyboard and Internet skills.**

Special Online Interests:

The Useful Web: Online Small Business Resources

Discover useful information on starting or running a business using online resources and library databases. Learn how to write business and marketing plans, manage money and human resources, find tax and legal forms, and how to contact helpful agencies geared to assist the small business owner. **This hands-on workshop is for people with basic mouse, keyboard and Internet skills.**

The Useful Web: Basic PC Troubleshooting

Want to understand the basics of how to maintain your home computer? Attend this workshop where you'll understand preventive computer maintenance and basic troubleshooting techniques. Students will also learn about the components of a PC and common error messages. **This hands-on workshop is for people with basic mouse, keyboard and Internet skills.**

Microsoft Basics:

Introduction to Microsoft Word

Learn to create a simple document by entering text and adding simple formatting. The trainer will demonstrate how to save and print a document. Participants who want to save their documents must bring a high-density 3.5" diskette formatted for *Windows*. 3.5" diskettes are available at the Circulation Desk for \$1.00. Printing will not be available. **This hands-on workshop is for people with basic mouse and keyboard skills.**

Intermediate Microsoft Word

Now that you understand the basics of *Microsoft Word*, learn more skills to help you format a document. Setting margins, inserting page numbers, bullets, numbered lists, clip art and *WordArt* are just some of the features you will learn. **This hands-on workshop is for people with basic mouse, keyboard and Microsoft Word skills.** Refer to the *Introduction to Word* workshop for information on printing and saving.

Introduction to Microsoft Excel

Learn the basics of this popular spreadsheet program including entering information, creating a simple formula using *Autosum* and changing the appearance of a spreadsheet. **This hands-on workshop is for people with basic mouse and keyboard skills.**

Intermediate Microsoft Excel

Learn to create basic formulas, charts, and databases. Students will also understand how to sort and filter data along with formatting and editing techniques. **This hands-on workshop is for people who have completed the *Introduction to Microsoft Excel* class.**

Introduction to Microsoft PowerPoint

Learn how to impress your office or classroom with *Microsoft's* presentation program. This workshop will help you understand the basics of creating slides with text and graphics and how to show a presentation. **This hands-on workshop is for people with basic mouse and keyboard skills.**

Microsoft Publisher 2000

Learn how to create flyers, newsletters, business cards and more using *Microsoft Publisher*. **This hands-on workshop is for people with basic mouse and keyboard skills.**

Creating and Sending Electronic Greeting Cards

Learn to create personalized greeting cards using *Microsoft Publisher* and discover e-card websites. Participants will also learn how to send electronic greeting cards through e-mail. **This hands-on workshop is for people with basic mouse, keyboard and Internet skills.**



• **Free, hands-on workshops** •



Classes and Schedule

Winter 2004


Buffalo & Erie County Public Library
1 Lafayette Square, Buffalo, NY 14203-1887
Central Library Training Lab Schedule Winter 2004
www.buffalolib.org


www.buffalolib.org

Class Descriptions

Computer Basics:

Meet the Mouse . . . and Keyboard

New to computers or interested in improving your mouse and keyboarding skills? A **guided practice session** will follow a brief mouse instruction and an introduction to *Mavis Beacon Typing Tutor* software. **This hands-on practice session is designed for those who have little or no computer experience.**

Click here for Computer Basics

Are you familiar with *Windows*? If you would like to learn more about the operating system and how to use its features, this class is for you! Learn and practice the basics of using a computer, mouse and keyboard. **This hands-on workshop is designed for those who have little or no computer experience.**

Resume Maker

Participate in an exploration of one of the library's newest software additions: *Resume Maker*. In this workshop, you will learn how to use *Resume Maker* to obtain job and salary information, create resumes and cover letters, practice interview techniques and more. **This hands-on workshop is for individuals with basic mouse and keyboard skills.**

World Wide Web Basics:

Internet I

Curious about the Internet? This hands-on workshop will explain basic Internet concepts, show you how to navigate around the web and teach you basic browsing and searching skills. **This hands-on workshop is for people with basic mouse and keyboard skills.**

Internet II

Interested in learning more about the web? Join us for more searching and evaluation tips and learn how to print and save web pages. **This hands-on workshop is designed for people who have completed Internet I.**

You've Got Mail! Basics

Electronic mail (e-mail) is a great way to keep in touch with family and friends around the country or even the world. This workshop will teach you how to sign up for a free web e-mail account and introduce you to *Yahoo! Mail's* basic functions, including how to send and receive email. **This hands-on workshop is for people with basic mouse, keyboard and Internet skills.**

You've Got Mail! Advanced

Continue to learn more about *Yahoo! Mail* as you discover how to create folders, signature files, filter mail and block junk mail with filters. **This hands-on workshop is for people who have completed the *You've Got Mail! Basics* class.**

Schedule Winter 2004

Monday, Jan. 26	9:30 am - 11:45 am	Meet the Mouse . . . and Keyboard
Monday, Jan. 26	2:00 pm - 4:15 pm	Click here for Computer Basics
Monday, Feb. 23	9:30 am - 11:45 am	Click here for Computer Basics
Monday, Feb. 23	2:00 pm - 4:15 pm	Introduction to Microsoft Word
Monday, March 22	9:30 am - 11:45 am	Meet the Mouse . . . and the Keyboard
Monday, March 22	2:00 pm - 4:15 pm	Internet I
Tuesday, Jan. 27	9:30 am - 11:45 am	Introduction to Microsoft Word
Tuesday, Jan. 27	2:00 pm - 4:15 pm	Internet I
Tuesday, Feb. 24	9:30 am - 11:45 am	Meet the Mouse . . . and Keyboard
Tuesday, Feb. 24	2:00 pm - 4:15 pm	Introduction to Microsoft PowerPoint
Tuesday, March 23	9:30 am - 11:45 am	Click here for Computer Basics
Tuesday, March 23	2:00 pm - 4:15 pm	Introduction to Microsoft Word
Wednesday, Jan. 28	9:30 am - 11:45 am	Click here for Computer Basics
Wednesday, Jan. 28	2:00 pm - 4:15 pm	You've Got Mail! Basics
Wednesday, Feb. 25	9:30 am - 11:45 am	Internet I
Wednesday, Feb. 25	2:00 pm - 4:15 pm	Internet II
Wednesday, March 24	9:30 am - 11:45 am	Internet II
Wednesday, March 24	2:00 pm - 4:15 pm	MultiSearch: B&ECPL Catalog and Databases
Thursday, Jan. 29	9:30 am - 11:45 am	Introduction to Microsoft PowerPoint
Thursday, Jan. 29	2:00 pm - 4:15 pm	Internet II
Thursday, Jan. 29	5:15 pm - 7:30 pm	MultiSearch: B&ECPL Catalog and Databases
Thursday, Feb. 26	9:30 am - 11:45 am	Intermediate Microsoft Word
Thursday, Feb. 26	2:00 pm - 4:15 pm	Resume Maker
Thursday, Feb. 26	5:15 pm - 7:30 pm	You've Got Mail! Basics
Thursday, March 25	9:30 am - 11:45 am	Introduction to Microsoft Excel
Thursday, March 25	2:00 pm - 4:15 pm	Click here for Computer Basics
Thursday, March 25	5:15 pm - 7:30 pm	Intermediate Microsoft Word
Friday, Jan. 30	9:30 am - 11:45 am	You've Got Mail! Advanced
Friday, Jan. 30	2:00 pm - 4:15 pm	Intermediate Microsoft Word
Friday, Feb. 27	9:30 am - 11:45 am	Introduction to Microsoft Word
Friday, Feb. 27	2:00 pm - 4:15 pm	Introduction to Microsoft Excel
Friday, March 26	9:30 am - 11:45 am	Introduction to Microsoft PowerPoint
Friday, March 26	2:00 pm - 4:15 pm	You've Got Mail! Advanced
Saturday, Jan. 31	9:30 am - 11:45 am	The Useful Web: PC Troubleshooting
Saturday, Jan. 31	2:00 pm - 4:15 pm	Introduction to Microsoft Excel
Saturday, Feb. 28	9:30 am - 11:45 am	Microsoft Publisher 2000
Saturday, Feb. 28	2:00 pm - 4:15 pm	The Useful Web: Online Small Business Resources
Saturday, March 27	9:30 am - 11:45 am	The Useful Web: Electronic Greeting Cards
Saturday, March 27	2:00 pm - 4:15 pm	Intermediate Microsoft Excel

It is recommended that students practice new skills before participating in more advanced classes.

How to Register

- In person at Central Library Circulation Services.
- Call 858-7132 Monday through Saturday from 9 am to 5 pm.
- Reservations not accepted more than one month prior to class date.
- Persons who do not cancel within 24 hours of a class may jeopardize their chances of registering for future classes.

General Information

- All classes are free and open to library patrons with a borrower card in good standing.
- No admittance 10 minutes after the scheduled start time. After that, stand-by registrants will be accommodated.
- Class size is limited and pre-registration is required for all workshops.
- Children need parental permission consistent with B&ECPL Internet Policy for hands-on Internet workshops.
- A wheelchair accessible workstation is available in the Training Lab.
- ZoomText screen magnifying software is available on one workstation in the Training Lab.
- In order to facilitate greater access to public training sessions, individuals may only register **two** times per workshop.



Cancellations

Classes may be cancelled without prior notice due to technical or other difficulties. If possible, registrants will be notified. For snow or other emergency closing announcements, call the Central Library Automated Attendant at 858-8900 or listen to the radio or television.

Training Lab Location

Take the escalator or elevator to the second floor and follow signs to the Training Lab.

Directions to the Central Library By Public Transportation

The Central Library is one block north of the NFTA bus terminal and one block west of the NFTA metro rail Lafayette Square Station.

By Automobile

- From the Buffalo International Airport or points east...Take the Kensington Expressway (Rt. 33W) into Buffalo. The Expressway empties onto Oak Street. Proceed south to William.

- From the New York State Thruway (Rt. 90)...Take the Niagara

Extension (Rt. I-190) to the Elm Street Exit. Proceed north to William. Turn left.

Parking

Nearby public parking includes: the AllRight Parking Ramp (east of the Library, across Oak Street) and the Oak/

Ellicott Parking Lot (south of the Library, across Clinton. Enter on Ellicott Street.) Metered public parking is available on some area streets. (Free on weekends and after 7:00 pm on weekdays).

Barrier Free Access

The Washington Street and Oak Street entrances of the Central Library are barrier-free. Cut-away curbs provide wheelchair access. Automatic doors feature controls less than 48" high. Call 858-7185 for handicapped parking information.

Buffalo and Erie County Public Library
Technology Plan (2004 - 2007)
Project Index

Project No.	Project	Library Plan Goal No.	Description	Year	Type
1	Administration	6	Administration - e-Rate	2004	Carryover
1	Administration	6	Administration - State Reports	2004	Carryover
2	Digitization	3	Digitization of unique items in the B&ECPL collection	2004	Carryover
2	Digitization	3	Evaluate, Select and Purchase Digital Collection Management Software	2005	NEW
3	e-Books	2	Examine the Addition of e-Books	2004	Carryover
4	e-Branch	3	Remote Reference Service - 24x7	2004	Carryover
5	Electronic Resources	2	Electronic Resources - Collection Management	2004	Carryover
5	Electronic Resources	3	Electronic Resources - WebFeat	2004	Carryover
5	Electronic Resources	1	Electronic Resources - Performance Measures (Usage Statistics)	2004	Carryover
5	Electronic Resources	3	Electronic Resources - Serials Solutions (e-Journal Access and Management)	2005	NEW
5	Electronic Resources	1	Electronic Resources - Electronic Resource Management (Contract Management)	2006	NEW
6	e-Mail	4	New e-Mail System	2005	Carryover
6	e-Mail	4	New e-Mail System - Automatic maintenance of necessary internal distribution lists	2005	Carryover
6	e-Mail	4	New e-Mail System - SPAM Filter	2005	NEW
7	ILL	3	ILL-Purchase Interlibrary Loan Management Software (e.g. OCLC ILLiad)	2005	NEW
8	Intranet	4	Intranet - Automation of more internal processes (e.g. expand use of fillable forms; automatic routing)	2004	NEW
8	Intranet	4	Intranet - Maintain & Enhance Content and Interface	2004	NEW
8	Intranet	4, 1	Intranet - Incorporate Centralized Address Book	2005	NEW
9	Mobiles	1	Mobile Library Service - put bookmobiles on-line	2004	Carryover
9	Mobiles	3	Mobile Library Service - provide patron access to catalog, web site, Internet	2005	NEW
10	Network	1	Maintain & Enhance Network - Bandwidth Upgrades	2004	Carryover
10	Network	1	Maintain & Enhance Network - Security	2004	Carryover
10	Network	1	Maintain & Enhance Network - Install Secure Virtual Private Network (VPN)	2004	NEW
10	Network	1	Maintain & Enhance Network - Routers, switches, cabling	2004	NEW
10	Network	1	Maintain & Enhance Network - Servers	2004	NEW
10	Network	4	Strengthen Network's Ability to Maintain & Enhance Public Access & Staff Workstations	2004	Carryover
10	Network	1	Maintain & Enhance Network - Obsolete Workstations	2005	NEW
10	Network	1	Obtain Network Monitoring and Troubleshooting Tools	2005	NEW
11	Library Construction	1	Data cabling and workstation moves for Central Library renovation	2004	NEW
11	Library Construction	1	LAN/WAN for Additional New Libraries and Renovations	2004	NEW
11	Library Construction	1	LAN/WAN for Frank E. Merriweather Library	2005	NEW
11	Library Construction	3	Touch-screen directional kiosks to aid patrons through Central Library remodeling process	2005	NEW
11	Library Construction	1	LAN/WAN for New South Buffalo Library	2006	NEW
12	Public Access Computing	3	Public Access Workstations - Assistive technology (software and accessories for persons with disabilities)	2004	Carryover
12	Public Access Computing	1,6	Public Access Workstations - Filter Implementation for CIPA Compliance	2004	Carryover
12	Public Access Computing	1	Public Access Workstations - Patron Self Authentication	2004	Carryover
12	Public Access Computing	1	Public Access Workstations - Printer Cost Recovery	2004	Carryover
12	Public Access Computing	2	Color printers for public (& staff!!) use (i.e. purchase or utilize color copiers)	2004	NEW
12	Public Access Computing	2	DVD player - Installed at each location	2005	NEW
12	Public Access Computing	2	Provide digital scanning equipment for use by Public Access Workstations	2005	NEW
12	Public Access Computing	2	Software upgrades - Additional software/"plug-ins" for CNN and Adult profiles eg. Quicken	2005	NEW
12	Public Access Computing	2	Public Access Workstations - Spanish Language version "Public Access" Model	2006	Carryover
12	Public Access Computing	2	CD Read-Write Drives - Installed in Public Access computers (note - 3.5 Floppy drives soon to be obsolete)	2006	NEW
13	Process Improvement Project	1	Process Improvement Database Support	2004	Carryover
14	RFID	1	Investigate Use of RFID	2005	NEW
15	Staff Computing	2	Staff Workstations - Add and Replace Obsolete Work Stations for Staff	2004	Carryover
15	Staff Computing	2	Staff profile on PACs to include access to Sirsi Unicorn	2004	NEW
15	Staff Computing	1,6	Staff Workstations - Filter Implementation for CIPA Compliance	2004	Carryover
15	Staff Computing	2	Staff Workstations - Expand and Update Software (use Citrix where appropriate)	2004	NEW
16	Support Services	1	Sirsi Unicorn Implementation	2004	NEW
16	Support Services	3	Sirsi Unicorn Web2 Upgrades - Addition of Cover Art and Reviews and Design Improvements	2004	NEW
16	Support Services	1	Sirsi Unicorn Web2 Implementation - Integrate Notification Options into My Account	2004	NEW
16	Support Services	3	Sirsi Implementation - Regional and Statewide Virtual Catalogs	2004	Carryover
16	Support Services	1	Sirsi Patron Self-charge at Other Locations	2004	Carryover
16	Support Services	1	Sirsi Implementation - e-Commerce Solutions - Online Payment Options	2005	Carryover
16	Support Services	3	Sirsi Implementation - Web 2 - Children's Catalog	2005	Carryover
16	Support Services	3	Sirsi Implementation - Web 2 - Spanish Language Catalog	2006	Carryover
16	Support Services	3	Sirsi Implementation - Web 2 - Search Other Catalogs	2006	Carryover
16	Support Services	1	On-Line ordering of all materials	2006	NEW

Buffalo and Erie County Public Library
Technology Plan (2004 - 2007)
Project Index

Project No.	Project	Library Plan Goal No.	Description	Year	Type
17	SVA	1	SVA (Sirsi Voice Automation) - Telephone Hold Notices	2004	Carryover
17	SVA	1	SVA (Sirsi Voice Automation) - Telephone Overdue Notices	2004	Carryover
17	SVA	1	SVA (Sirsi Voice Automation) - Telephone Renewals	2004	Carryover
18	Telephone System	1	New Telephone System	2006	NEW
19	Training	5	Training - Enhance Curriculum for Patrons to Meet Community Needs	2004	Carryover
19	Training	4	Training - Enhance Curriculum for Staff to Meet Community Needs & New Technologies	2004	Carryover
19	Training	2	Training - Web Site Upgrade - Interactive On-line Tutorials	2004	NEW
19	Training	5	Training - Investigate and Implement New Delivery Processes (e.g. Distance Learning, Regional Training Labs, Travelling Trainer, Videoconferencing)	2005	Carryover
20	Web Site	1	Web Site upgrade - Creation & Management Software	2004	Carryover
20	Web Site	5	Web Site Upgrade - Electronic Dissemination - Promote Library Events and Usage	2004	Carryover
20	Web Site	2	Web Site Upgrade - Maintain & Enhance Reference Desk (check links, etc.)	2004	Carryover
20	Web Site	3	Web site Upgrade - Universal Design	2004	Carryover
20	Web Site	3	Web site Upgrade - Consider addition of specialized subject information currently maintained in paper/computer files to www.buffalolib.org or becp14all.buffalolib.org (e.g. GRO local history databases or finding aids)	2004	NEW
20	Web Site	3	Web Site Upgrade - Redesign (including Usability Testing)	2004	NEW
20	Web Site	1	Web Site Upgrade - Customization/personalization (e.g. Cornell "My Library")	2005	Carryover
20	Web Site	5	Web Site Upgrade - Online Program Registration	2005	Carryover
20	Web Site	4	Investigate distributed content management system (CMS) for libraries and departments for both internal and external communications (e.g. "weblogs")	2005	NEW
21	Wireless	1,2,3,5	Investigating wireless technologies for staff and public use (Public WiFi Networks/Hotspots with LCN/PIN authentication; PDAs for staff activities (e.g., capturing survey data directly into a spreadsheet);Enable library information (hours, maps, directions, programs, online book club chapters, etc. to be downloaded to PDAs or other handheld devices); Central Renovation	2005	NEW

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
BUDGET ADMINISTRATION

Target Date: 2004
& Ongoing

Project Number: 1

Library Goal:

Secure necessary public and private funds.

Objectives:

Seek funds to support and augment the Library's technology-based services.

Satisfy State mandated reporting requirements for basic aid.

Activities:

1. Apply annually for e-rate discounts for libraries throughout the System.
2. Generate the reports necessary to complete the Annual Reports to the State of New York.

Technology Requirements:

1. Technological protection measures (filters) must be installed to be compliant with CIPA in order to be eligible to apply for discounts on "internal connections."
2. Access to Internet and workstations equipped with current browser and office automation programs

Training Requirements:

1. Participation in annual e-Rate training programs at ALA and by e-Rate Central in Buffalo.

2. Annual staff training for branch and town libraries, conducted by the Business Office and Service Evaluation & Planning Coordinator, in completion of Annual Reports to the State of New York.

Other Resources Needed:

Project Budget:

N/A (Staff resource intensive process)

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
DIGITIZATION

Target Date: 2004
& Ongoing

Project Number: 2

Library Goal:

Strengthen information access and delivery.

Objective:

Digitize unique items in the B&ECPL collection.

Activities:

1. Complete execution of B&ECPL's first digital imaging pilot project, "The Great Race," which will showcase rare library holdings on the Buffalo- built Thomas Flyer automobile, winner of the world famous race from New York to Paris in 1908.
2. Select and obtain Digital Collection Management Software to utilize in future digital imaging projects to capture and present other rare treasures of the Buffalo and Erie County Public Library.
3. Develop a plan for future digital imaging projects at the Central Library and within the town and branch libraries and begin execution.

Technology Requirements:

1. Digital scanners and related equipment to digitize important items from the collection
2. Workstation(s) adequately configured for staff to create digitized collections

3. Server(s) to store Digital Collection Management Software and the B&ECPL digital image collection
4. Adequate bandwidth

Training Requirements:

1. Staff training in use of Digital Collection Management Software.
2. Staff training in use of scanning equipment.

Other Resources Needed:

1. Secure access to images for digitization.

Project Budget:

\$30,495

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET

E-BOOKS

Target Date: 2004
& Ongoing

Project Number: 3

Library Goal: Refine and maintain state-of-the-art resources for public and staff.

Objective: Expand and strengthen electronic collections.

Activities:

1. Continue to monitor developments in standards and use of e-Books within public libraries
2. Examine commercial e-Book services including the OCLC netLibrary and OverDrive.
3. Investigate the feasibility of adding MARC records for e-Books to the Library's catalog.
4. Consider an e-Book pilot project using standard PC and/or PDA hardware.

Technology Requirements:

1. Internet access
2. Use of PDA for testing, if pilot project includes device

Training Requirements:

1. Staff training in use of commercial service.
2. Staff training in use of PDA.
3. Patron training, as necessary.

Other Resources Needed:

Project Budget:

\$0 (Vendor products will be evaluated at no cost)

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
E-BRANCH

Target Date: 2004
& Ongoing

Project Number: 4

Library Goal: Strengthen information access and delivery.

Objective: Enhance services of e-Branch.

Activities:

1. Extend the service hours of the e-Branch to include up to 24 hours/day 7 days/week.
2. Investigate and implement real time on-line reference service using chat or instant messaging through possible collaboration with Western New York Library Resource Center in the **Ask US 24/7** project or evaluation/procurement of commercial live reference product.

Technology Requirements:

1. Access to the Internet.
2. Software for real time on-line reference service (if the B&ECPL decides not to collaborate with WNYLRC)

Training Requirements:

1. Staff training in use of software for real time on-line reference service
2. Patron training

Other Resources Needed:

Project Budget:

\$0 (Will collaborate and use hardware/software from other institution)

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
ELECTRONIC RESOURCES

Target Date: 2004
& Ongoing

Project Number: 5

Library Goals:

Evaluate and improve the B&ECPL's operations and services.

Refine and maintain state-of-the-art resources for public and staff.

Strengthen information access and delivery.

Objectives:

Expand and strengthen electronic collections.

Provide more relevant indicators of library use through the measurement of electronic library services and resources.

Enhance the B&ECPL website to serve as an additional customer service point.

Enhance the B&ECPL's web and catalog capabilities.

Activities:

1. Perform collection management of the online electronic resources – adding new databases and weeding underutilized databases, as required by patrons and staff.
2. Re-design WebFeat interface.
3. Refine WebFeat usage statistics reports to provide accurate performance measures of electronic resource usage by database, by delivery point (i.e. library, remote).

4. Evaluate purchase of Electronic Resource Management software to control the licenses and contracts for over seventy-five database subscriptions.
5. Examine the integration of e-Journal Access and Management software (e.g. Serials Solutions) to help librarians and patrons more easily find and use available full-text e-journals.

Technology Requirements:

1. WebFeat Software
2. Possible Electronic Resource Management Software
3. Possible e-Journal Access and Management Software
4. Web Proxy
5. Servers
6. Internet Access

Training Requirements:

1. Additional WebFeat training for staff and patrons.
2. Possible training in use of Electronic Resource Management Software for staff.
3. Possible training in use of e-Journal Access and Management Software for staff and patrons.

Other Resources Needed:

N/A

Project Budget:

\$42,995

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
E-MAIL

Target Date: 2005

Project Number: 6

Library Goal: Attract, develop and encourage a diverse and skilled staff.

Objective: Improve the B&ECPL's internal communications mechanisms.

Activities:

1. Introduce a new e-mail system.
2. Establish e-mail accounts for all full-time staff.
3. Expand staff access to e-mail within library buildings and offsite.
4. Provide automatic maintenance of necessary internal distribution lists.

Technology Requirements:

1. E-mail server
2. Messaging and collaboration software
3. Anti-Spam software

Training Requirements:

1. Technical Training – Network Support
2. Training for all staff.

Other Resources Needed:

Project Budget:

\$126,700

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
INTERLIBRARY LOAN

Target Date: 2005

Project Number: 7

Library Goal: Strengthen information access and delivery.

Objective: Enhance resource sharing for B&ECPL patrons through interlibrary loan opportunities.

Activities:

1. Investigate the use of and possibly acquire Interlibrary Loan Management software. (e.g., OCLC ILLiad).

Technology Requirements:

1. ILLiad Software
2. Server

Training Requirements:

1. Nylink training in use of ILLiad Software for staff

Other Resources Needed:

Collaboration with WNYLRC

Project Budget:

\$0 (\$5,000 Annual OCLC Cost)

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
INTRANET

Target Date: 2004
& Ongoing

Project Number: 8

Library Goals:

Evaluate and improve the B&ECPL's operation and services.

Attract, develop and encourage a diverse and skilled staff.

Objectives:

Increase staff access to compute technology.

Improve the B&ECPL's internal communications mechanisms.

Activities:

1. Continue to increase the use of the Staff Intranet by enhancing interface and content.
2. Increase staff productivity, through use of the Intranet, by automating all forms so that they can be completed and potentially, routed electronically.
3. Incorporate use of centralized address book maintained by users of the Intranet. Address book may contain the following:
 - a. phone numbers
 - b. physical location/dept
 - c. title
 - d. photos
 - e. e-mail addresses and other relevant information

Technology Requirements:

1. Web Server Upgrade
2. Active Directory and/or LDAP
3. Adobe Approval Software (\$39/copy)
4. Local and remote access to the Intranet

Training Requirements:

1. Staff training

Other Resources Needed:

1. Management approval

Project Budget:

\$21,700

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
MOBILE LIBRARIES

Target Date: 2004
& Ongoing

Project Number: 9

Library Goals: Evaluate and improve the B&ECPL's operations and services.

Strengthen information access and delivery.

Objective: Optimize mobile library services.

Activities:

1. Install online access to the Sirsi Unicorn circulation module (upgrade from current standalone processing)
2. Provide patron access to library catalog, web site and possibly, the Internet.

Technology Requirements:

1. VPN (Virtual Private Network)
2. Workstations for staff and public
3. Laser printers

Training Requirements:

1. Additional Sirsi Unicorn training for mobile library staff
2. Workstations for staff and public

Other Resources Needed:

1. Contract for unlimited wireless Internet access

2. Wireless Internet access to all mobile library stops in Erie County
3. Cisco technical support

Project Budget:

\$20,800 One-time costs

Annual cost for wireless Internet access will be included in Network operating budget.

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET NETWORK

Target Date: 2004
& Ongoing

Project Number: 10

Library Goals:

Evaluate and improve the B&ECPL's operations and services.

Attract, develop and encourage a diverse and skilled staff.

Objective:

Provide a robust, secure, high-performance network for all libraries.

Activities:

1. Upgrade bandwidth to Internet from 4 T1 (6 MB) to 8 T1 (12 MB) capacity
2. Develop a RFP for point-to-point T1 service to 51 branch and town libraries with links to Central Library – bid may include consulting costs to migrate from AT&T. Complete bid process, select vendor and install circuits.
3. Upgrade firewall software and hardware.
4. Install VPN (Virtual Private Network) for secure access to Library's network by Mobile Library staff.
5. Install upgraded switch equipment in wiring closets at Central Library and City of Buffalo branch libraries.
6. Develop RFP for support of local area network, server and personal computer workstations to

replace current IKON Contract. Complete bid process, select vendor and install circuits.

7. Maintain operating system of all servers. Upgrade hardware as necessary.
8. Maintain operating system of all workstations. Upgrade hardware as necessary.
9. Review available and required network monitoring and troubleshooting tools. Obtain and install as needed.
10. Review Help Desk System for possible replacement.
11. Update Computer Operations Manual and Network Support Problem Resolution Guide.

Technology Requirements:

1. Firewall hardware and software.
2. VPN.
3. Switches.
4. Microsoft and network monitoring software.
5. Help Desk System.
6. Internet access.

Training Requirements:

1. Sirsi System Administration training for Operations Staff.
2. Technical training for Network Support staff.

Other Resources Needed:

1. Assistance from Erie County Purchasing and D.I.S.S. in RFP and bid process.
2. Consulting

Project Budget:

\$4,096,369.71

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET LIBRARY CONSTRUCTION

Target Date: 2004
& Ongoing

Project Number: 11

Library Goal:

Evaluate and improve the B&ECPL's operations and services.

Strengthen information access and delivery.

Objective:

Provide technical support for design, development and integration of the network infrastructure, including PBX systems, in all library construction projects.

Activities:

1. Design/develop/integrate installations into the Library's network.
 - a. Central Library Renovation.
 - b. New Frank E. Merriweather Library (City of Buffalo).
 - c. New South Buffalo Library.
 - d. Elma renovation.
 - e. Other new or renovation projects.
2. Develop tools to assist patrons during major renovation of the Central Library (e.g. touch-screen directional kiosks)

Technology Requirements:

1. Data cabling
2. PBX equipment
3. Network equipment (e.g. routers, switches)

4. Server and workstation hardware

Training Requirements:

1. N/A
2. Network equipment (e.g. routers, switches)

Other Resources Needed:

1. Consultation with architect and building contractor

Project Budget:

\$151,243

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
PUBLIC ACCESS COMPUTING

Target Date: 2004
& Ongoing

Project Number: 12

Library Goal:

Evaluate and improve the B&ECPL's operations and services.

Refine and maintain state-of-the-art resources for public and staff.

Strengthen information access and delivery.

Secure the public and private funding necessary to fulfill the Library's mission.

Objective:

Provide patrons at all fifty-two library locations with an adequate number of public access computers suitably configured with access to the Internet and current, age-appropriate applications.

Activities:

1. Upgrade and expand adaptive technology and assistive devices at selected locations with one or more of the following:
 - a. Install software technology specifically developed for the blind and the learning disabled (e.g., JAWS (screen readers), ZoomText (screen magnification programs), etc.).
 - b. Install alternate input devices for persons with disabilities (e.g., trackballs and touch screens).

- c. Install larger display monitors at selected workstations.
 - d. Provide large print key tops.
 - e. Install anti-glare filters.
 - f. Upgrade the Radio Receivers and Kurzweil equipment.
 - g. Provide inductive neck loops for the hard-of-hearing.
2. Upgrade the “public access model” to include the mandatory use of filters for all patrons under the age of seventeen and optional use of filters for all adult patrons by June 30, 2004.
 3. Integrate patron self-authentication.
 4. Introduce self-serve, user-friendly printer cost recovery at all public workstations in the Central Library.
 5. Develop a Spanish “public access model” with appropriate software for use at selected libraries.
 6. Add the following hardware to the “public access model:”
 - a. Color printer
 - b. Digital scanner
 - c. CD-ROM read-write drives (if analysis of security issues warrants)
 7. Provide regularly scheduled software updates to existing computer workstations to optimize performance as follows:
 - a. Microsoft operating system, Internet Explorer and all required “plug-in” programs
 - b. Existing applications (e.g. Microsoft Office programs (i.e. Word, Excel, Publisher), Mavis Beacon, Resume Maker, Encarta).
 - c. Additional software (e.g. Quicken)
 8. DVD Player for use in library programs

Technology Requirements:

1. Hardware and software for assistive technology
2. Surf Control Super Scout filtering software
3. Printer Cost Recovery software
4. Patron Self Authentication software
5. Spanish versions of software
6. Color printers, digital scanners and CD-ROM read write drives
7. Sufficient number of Citrix licenses
8. Active Directory
9. Install Shield software
10. DVD Player (standalone unit)
11. New/upgraded "Public Access" model software

Training Requirements:

1. Training for Network Support staff in new/updated technologies
2. Staff and patron training in the use of new hardware and software programs

Other Resources Needed:

1. Consulting

Project Budget:

\$125,371

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
PROCESS IMPROVEMENT PROJECT

Target Date: 2004

Project Number: 13

Library Goal: Evaluate and improve the Buffalo and Erie County Public Library's operations and services.

Objective: Assess library activity levels and maximize staff effectiveness through a process improvement study.

Activities:

1. Support staff in use of the Process Improvement Project (PIP) database which connects staff duties and library processes
2. Provide required networking to share files

Technology Requirements:

1. LAN, server and workstations
2. Necessary software (i.e. Access, Excel, SPSS)

Training Requirements:

1. On-the-job training for temporary project personnel
2. Formal software training for staff (i.e. Access, Excel, SPSS)

Other Resources Needed:

1. Consulting from New York Public Library

Project Budget:

N/A (will use existing equipment)

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
RFID

Target Date: 2005

Project Number: 14

Library Goal: Evaluate and improve the B&ECPL's operations and services.

Objective: Determine cost effectiveness through potential staff productivity improvements through use of RFID technology.

Activities:

1. Review existing research to determine expected productivity improvements
2. Examine vendors that supply RFID technology
3. Determine costs

Technology Requirements:

N/A (Study only)

Training Requirements:

N/A (Study only)

Other Resources Needed:

N/A (Study only)

Project Budget:

\$0

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
STAFF COMPUTING

Target Date: 2004
& Ongoing

Project Number: 15

Library Goal:

Evaluate and improve the B&ECPL's operations and services.

Refine and maintain state-of-the-art resources for public and staff.

Secure public and private funding necessary to fulfill the Library's mission.

Objective:

Increase staff access to computer technology.

Activities:

1. Evaluate and utilize all/some of the same technologies now used to maintain public access workstations for staff workstations (i.e. Citrix, Install Shield, Active Directory)
2. Create a standardized "staff model" to include the optional use of filters. (NOTE: The default profile for all staff workstations will include the use of filtering software. Staff may choose to eliminate the use of the filter for the session, if required to perform work-related duties.) Implement for all staff by June 30, 2004.
3. Upgrade/add software on staff computers on a regular basis (e.g., MS Office, MS Internet Explorer, Adobe Acrobat).

4. Replace all dumb terminals at the Charge Desks and at least one workroom dumb terminal with state-of-the-art workstations
5. Develop a new staff profile to include the new Sirsi "Workflows" client for use on dumb terminal replacements and all public access workstations

Technology Requirements:

1. Surf Control Super Scout filtering software
2. Workstation hardware and software

Training Requirements:

1. Staff training in new software programs

Other Resources Needed:

Project Budget:

\$186,218

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
SUPPORT SERVICES

Target Date: 2004
& Ongoing

Project Number: 16

Library Goal:

Evaluate and improve the B&ECPL's operations and services.

Strengthen information access and delivery.

Objective:

Provide a state-of-the-art, stable and responsive automation system.

Activities:

1. Upgrade the DRA Classic Library Automation System to Sirsi Unicorn
2. Introduce on-line payment options to Library patrons with Sirsi e-Commerce solutions
3. Install additional self-charge equipment at the Central Library and other selected sites using the newly acquired enterprise Sirsi SIP2 license
4. Investigate the use of on-line ordering with the Sirsi 9XX Acquisitions module
5. Upgrade the Web2 Catalog to include the following:
 - a. Book reviews and cover art
 - b. Solicitation for e-mail address and updated phone number on the "My Account" screen
 - c. Possible searching of other area catalogs using Z39.50

- d. Work with WNYLRC (Western New York Library Resource Council) to incorporate the new Sirsi Unicorn Web2 Catalog with their WNYLibraries Virtual Catalog using Z39.50
- e. If requested, work with New York State DLD on development of state-wide virtual catalog
- f. Spanish Catalog
- g. Children's Catalog

Technology Requirements:

- 1. Sun production and test servers
- 2. Unicorn and Web2 software including Z39.50, SIP2, 9XX Acquisitions module
- 3. Sendetics book reviews and cover art
- 4. New UPS

Training Requirements:

- 1. Extensive Sirsi training for core implementation team
- 2. Sirsi staff training conducted by core implementation training

Other Resources Needed:

Self-charge machine(s)

Project Budget:

\$431,678

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
SIRSI VOICE AUTOMATION

Target Date: 2004
& Ongoing

Project Number: 17

Library Goal:

Evaluate and improve the Buffalo and Erie County Public Library's operations and services.

Objective:

Increase efficiency and improve patron convenience during routine library operations.

Activities:

1. Complete testing of Sirsi Voice Automation (SVA) module.
2. Implement SVA to allow patrons to "call-in" to renew materials
3. Implement SVA to produce hold notifications for patrons
4. Implement SVA to produce overdue notices for patrons

Technology Requirements:

1. Sirsi SVA module
2. Customized server equipped with Dialog Interface Telephonic Board (4 Ports)

Training Requirements:

N/A

Other Resources Needed:

Accurate telephone numbers for patrons

Project Budget:

\$41,000

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
NEW TELEPHONE SYSTEM

Target Date: 2006
& Ongoing

Project Number: 18

- Library Goal:** Evaluate and improve the B&ECPL's operations and services.
- Objective:** Replace aging, obsolete telephone system with a state-of-the-art IP Telephony System.
- Activities:**
1. Complete inventory of existing telephone equipment.
 2. Determine whether existing telephone numbers can be transferred or process required to use new series of numbers.
 3. Develop definition of requirements.
 4. Investigate IP telephony systems and acquire solution, which best meets the needs of the Buffalo and Erie County Public Library, using a formal bid process.
 5. Select local and long distance carriers. Obtain telephone numbers.
 6. Develop complete implementation plan.
 7. Cutover.
 8. Develop initial Call Center reporting for e-Branch.
- Technology Requirements:**
1. New IP Telephony System

2. New telephones

Training Requirements:

1. Training for Network Support
2. Staff training

Other Resources Needed:

1. Erie County/Verizon (GTE)
2. Telephone Numbers
3. Consulting

Project Budget:

\$130,289.80

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
TRAINING

Target Date: 2004
& Ongoing

Project Number: 19

Library Goal:

Refine and maintain state-of-the-art resources for public and staff.

Attract, develop and encourage a diverse and skilled staff.

Promote the use of library resources and services.

Objective:

Train the public and staff to acquire the skills necessary to optimally use the new technologies and electronic resources.

Activities:

1. Continue to expand and enhance training at the Central Library and East Delavan training labs and at all branch and town libraries by addressing the following:
 - a. Incorporate lab workstations equipped with assistive technologies into public workshops.
 - b. Expand library-oriented programming conducted by librarian subject specialists.
 - c. Develop additional specialized programs for targeted audiences such as the business community, job seekers, children and young adults.

- d. Investigate the integration of the Microsoft Office online tutorials into the “Public Access Model”
 - e. Provide practice sessions in the computer labs supervised by senior page computer assistants.
 - f. Offer specialized training workshops conducted by experts in the community.
 - g. Expand computer literacy programs for individuals lacking home, work or school access to computers and/or the Internet.
 - h. Increase small group/individual training opportunities at all B&ECPL libraries by increasing the use of Cyber Train(s) and employing more technology assistants.
2. Explore alternatives to on-site training as follows:
- a. Interactive on-line tutorials
 - b. Distance learning/videoconferencing
 - c. More regional training labs
 - d. Traveling training staff

Technology Requirements:

Software such as Macromedia Breeze or Macromedia RoboDemo 5

Videoconferencing equipment and telecommunications facilities

Additional workstations

Training Requirements:

To be determined

Other Resources Needed:

Additional training staff may be needed

Project Budget:

\$195,536.85

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
WEB SITE

Target Date: 2002
& Ongoing

Project Number: 20

Library Goal:

Evaluate and improve the B&ECPL's operations and services.

Refine and maintain state-of-the-art resources for public and staff.

Strengthen information access and delivery.

Attract, develop and encourage a diverse and skilled staff.

Promote the use of library resources and services.

Objective:

Enhance the B&ECPL website to serve as an additional customer service point.

Activities:

1. Re-design web site.
2. Conduct usability testing of new web site design.
3. Continue to evaluate, develop and weed the Reference Desk as necessary.
4. Investigate and install automated link checkers and HTML validation tools.
5. Establish a real time reservation system for training classes and workstation booking.
6. Continue to promote library events and usage with features such as on-line book clubs.

7. Maintain universal design.
8. Add specialized subject information and digital collections.
9. Investigate distributed content management system (CMS) for libraries and departments for both internal and external communications (e.g. “weblogs”)
10. Explore the creation of customized/personalized interfaces.

Technology Requirements:

1. Web site development software (e.g. Macromedia Studio MX 2004)
2. Software to check links (e.g. Xenu Link Checker)
3. Upgraded web server

Training Requirements:

1. Technical training for web master

Other Resources Needed:

Subscription to on-line book club

Project Budget:

\$365,969.23

BUFFALO AND ERIE COUNTY PUBLIC LIBRARY

TECHNOLOGY PLAN

2004 – 2007

PROJECT SUMMARY SHEET
WIRELESS

Target Date: 2004
& Ongoing

Project Number: 21

Library Goal:

Evaluate and improve the B&ECPL's operations and services.

Refine and maintain state-of-the-art resources for public and staff.

Attract, develop and encourage a diverse and skilled staff.

Promote the use of library resources and services.

Objective:

Expand the use of wireless technologies for staff and public

Activities:

1. Determine security requirements for providing "hot spots" for patrons to use personal devices with wireless access capabilities within the Library.
2. Investigate solutions to authentication, printing and standards issues
3. Develop a pilot project to provide wireless access at the Central Library
4. Evaluate feasibility of taking our web site to the "wireless web" thereby allowing patrons to download useful information such as hours, directions, program, online book club chapters to PDAs or other handheld devices

5. Examine usefulness and related productivity gains for staff to use PDAs or other handheld devices for assisting patrons or collecting data
6. Utilize wireless for temporary and permanent cabling requirements within the Central Library as a result of the renovation project.

Technology Requirements:

To be determined

Training Requirements:

To be determined

Other Resources Needed:

Project Budget:

\$0 (Costs are included in Network)

Buffalo and Erie County Public Library
Technology Plan (2004 - 2007)

Budget

	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>Total</u>
Operating Budget	636,925.57	1,223,847.85	1,236,154.39	717,751.22	3,814,679.02
e-Rate Funding	205,619.00	406,786.00	418,162.82	127,111.00	1,157,678.82
Grants, Erie County Capital & Equipment Replacement Reserve	387,824.37	288,445.33	193,168.31	124,569.67	994,007.68
Grand Total	1,230,368.93	1,919,079.18	1,847,485.53	969,431.88	5,966,365.52

Buffalo Erie County Public Library
Technology Plan (2004 - 2007)
Budget

2004 - 2007

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	7,500.00	16,995.00	3,000.00	3,000.00	-	-	30,495.00	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	5,000.00	37,995.00	-	-	-	-	42,995.00	WebFeat costs part of serials budget; Serials Solutions pricing estimated: Dick Boss' pricing used for ERM
6	e-Mail	67,500.00	39,200.00	20,000.00	-	-	-	126,700.00	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	10,000.00	11,700.00	-	-	-	-	21,700.00	
9	Mobiles	20,000.00	800.00	-	-	-	-	20,800.00	Telcom costs in Network
10	Network	689,363.70	183,864.00	918,593.84	-	1,528,751.17	775,797.00	4,096,369.71	Telecommunications Cost=Other
11	Library Construction	20,000.00	-	-	-	-	131,243.00	151,243.00	Cabling=Other; telephone system for FEM/SBuf
12	Public Access Computing	-	125,371.00	-	-	-	-	125,371.00	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	186,218.00	-	-	-	-	-	186,218.00	
16	Support Services	34,159.00	397,518.94	-	-	-	-	431,677.94	Includes Sirsi annual maintenance
17	SVA	-	41,000.00	-	-	-	-	41,000.00	
18	Telephone System	100,289.80	-	30,000.00	-	-	-	130,289.80	
19	Training	-	-	-	-	195,536.85	-	195,536.85	
20	Web Site	-	11,000.00	-	-	140,808.23	214,161.00	365,969.23	Internet Access Fees=Other
21	Wireless	-	-	-	-	-	-	-	Equipment Costs included in Network
		1,140,030.50	865,443.94	971,593.84	3,000.00	1,865,096.25	1,121,201.00	5,966,365.52	

Operating Costs

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	WebFeat costs part of serials budget; Serials Solutions pricing estimated: Dick Boss' pricing used for ERM
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	11,700.00	-	-	-	-	11,700.00	
9	Mobiles	-	-	-	-	-	-	-	
10	Network	70,210.00	113,864.00	898,593.84	-	1,528,751.17	291,515.00	2,902,934.01	Telecommunications Cost
11	Library Construction	-	-	-	-	-	-	-	Cabling; telephone system for FEM
12	Public Access Computing	-	37,500.00	-	-	-	-	37,500.00	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	34,159.00	397,518.94	-	-	-	-	431,677.94	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	195,536.85	-	195,536.85	
20	Web Site	-	11,000.00	-	-	140,808.23	83,522.00	235,330.23	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		104,369.00	571,582.94	898,593.84	-	1,865,096.25	375,037.00	3,814,679.02	

Buffalo Erie County Public Library
Technology Plan (2004 - 2007)
Budget

2004 - 2007

e-Rate Funding

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	WebFeat costs part of serials budget; Serials Solutions pricing estimated; Dick Boss' pricing used for ERM
6	e-Mail	23,394.00	-	-	-	-	-	23,394.00	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	6,100.00	-	-	-	-	-	6,100.00	
9	Mobiles	-	-	-	-	-	-	-	
10	Network	261,978.00	-	12,200.00	-	-	484,282.00	758,460.00	Telecommunications Cost
11	Library Construction	18,000.00	-	-	-	-	103,825.00	121,825.00	Cabling; telephone system for FEM
12	Public Access Computing	-	-	-	-	-	-	-	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	-	-	-	-	-	-	-	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	90,260.82	-	27,000.00	-	-	-	117,260.82	
19	Training	-	-	-	-	-	-	-	
20	Web Site	-	-	-	-	-	130,639.00	130,639.00	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		399,732.82	-	39,200.00	-	-	718,746.00	1,157,678.82	

Grants, Erie County Capital and Equipment Reserve

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	7,500.00	16,995.00	3,000.00	3,000.00	-	-	30,495.00	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	5,000.00	37,995.00	-	-	-	-	42,995.00	WebFeat costs part of serials budget; Serials Solutions pricing estimated; Dick Boss' pricing used for ERM
6	e-Mail	44,106.00	39,200.00	20,000.00	-	-	-	103,306.00	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	3,900.00	-	-	-	-	-	3,900.00	
9	Mobiles	20,000.00	800.00	-	-	-	-	20,800.00	
10	Network	357,175.70	70,000.00	7,800.00	-	-	-	434,975.70	Telecommunications Cost
11	Library Construction	2,000.00	-	-	-	-	27,418.00	29,418.00	Cabling; telephone system for FEM
12	Public Access Computing	-	87,871.00	-	-	-	-	87,871.00	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	186,218.00	-	-	-	-	-	186,218.00	
16	Support Services	-	-	-	-	-	-	-	Includes Sirsi annual maintenance
17	SVA	-	41,000.00	-	-	-	-	41,000.00	
18	Telephone System	10,028.98	-	3,000.00	-	-	-	13,028.98	
19	Training	-	-	-	-	-	-	-	
20	Web Site	-	-	-	-	-	-	-	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		635,928.68	293,861.00	33,800.00	3,000.00	-	27,418.00	994,007.68	

Buffalo and Erie County Public Library
Technology Plan (2004 - 2007)
Budget

2004

Total Year

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	-	-	-	-	-	-	
9	Mobiles	20,000.00	800.00	-	-	-	-	20,800.00	
10	Network	106,363.70	78,466.00	143,213.00	-	243,644.05	129,299.50	700,986.25	Telecommunications Cost
11	Library Construction	-	-	-	-	-	21,873.83	21,873.83	Cabling; telephone system for FEM
12	Public Access Computing	-	87,871.00	-	-	-	-	87,871.00	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	186,218.00	-	-	-	-	-	186,218.00	
16	Support Services	16,159.00	66,162.50	-	-	-	-	82,321.50	Includes Sirsi annual maintenance
17	SVA	-	41,000.00	-	-	-	-	41,000.00	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	31,163.60	-	31,163.60	
20	Web Site	-	-	-	-	22,441.25	35,693.50	58,134.75	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		328,740.70	274,299.50	143,213.00	-	297,248.90	186,866.83	1,230,368.93	

Operating Costs

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	-	-	-	-	-	-	
9	Mobiles	-	-	-	-	-	-	-	
10	Network	23,170.00	28,466.00	143,213.00	-	243,644.05	48,585.83	487,078.88	Telecommunications Cost
11	Library Construction	-	-	-	-	-	-	-	Cabling; telephone system for FEM
12	Public Access Computing	-	-	-	-	-	-	-	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	16,159.00	66,162.50	-	-	-	-	82,321.50	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	31,163.60	-	31,163.60	
20	Web Site	-	-	-	-	22,441.25	13,920.33	36,361.58	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		39,329.00	94,628.50	143,213.00	-	297,248.90	62,506.17	636,925.57	

Buffalo and Erie County Public Library
Technology Plan (2004 - 2007)
Budget

2004

e-Rate Funding

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	-	-	-	-	-	-	
9	Mobiles	-	-	-	-	-	-	-	
10	Network	85,828.00	-	-	-	-	80,713.67	166,541.67	Telecommunications Cost
11	Library Construction	-	-	-	-	-	17,304.17	17,304.17	Cabling; telephone system for FEM
12	Public Access Computing	-	-	-	-	-	-	-	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	-	-	-	-	-	-	-	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	-	-	-	
20	Web Site	-	-	-	-	-	21,773.17	21,773.17	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		85,828.00	-	-	-	-	119,791.00	205,619.00	

Grants, Erie County Capital and Equipment Reserve

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	-	-	-	-	-	-	
9	Mobiles	20,000.00	800.00	-	-	-	-	20,800.00	
10	Network	(2,634.30)	50,000.00	-	-	-	-	47,365.70	Telecommunications Cost
11	Library Construction	-	-	-	-	-	4,569.67	4,569.67	Cabling; telephone system for FEM
12	Public Access Computing	-	87,871.00	-	-	-	-	87,871.00	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	186,218.00	-	-	-	-	-	186,218.00	
16	Support Services	-	-	-	-	-	-	-	Includes Sirsi annual maintenance
17	SVA	-	41,000.00	-	-	-	-	41,000.00	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	-	-	-	
20	Web Site	-	-	-	-	-	-	-	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		203,583.70	179,671.00	-	-	-	4,569.67	387,824.37	

Buffalo and Erie County Public Library
Technology Plan (2004 - 2007)
Budget

2005

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	7,500.00	16,995.00	3,000.00	3,000.00	-	-	30,495.00	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	7,995.00	-	-	-	-	7,995.00	WebFeat costs part of serials budget; Serials Solutions Cost estimated
6	e-Mail	67,500.00	39,200.00	20,000.00	-	-	-	126,700.00	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	10,000.00	11,700.00	-	-	-	-	21,700.00	-
9	Mobiles	-	-	-	-	-	-	-	-
10	Network	247,000.00	38,466.00	315,018.78	-	501,906.74	258,599.00	1,360,990.52	Telecommunications Cost
11	Library Construction	10,000.00	-	-	-	-	43,747.67	53,747.67	Cabling; telephone system for FEM
12	Public Access Computing	-	15,000.00	-	-	-	-	15,000.00	-
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	6,000.00	103,638.00	-	-	-	-	109,638.00	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	64,197.02	-	64,197.02	
20	Web Site	-	11,000.00	-	-	46,228.98	71,387.00	128,615.98	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		348,000.00	243,994.00	338,018.78	3,000.00	612,332.73	373,733.67	1,919,079.18	

Operating Costs

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	WebFeat costs part of serials budget; Serials Solutions Cost estimated
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	11,700.00	-	-	-	-	11,700.00	-
9	Mobiles	-	-	-	-	-	-	-	-
10	Network	15,680.00	28,466.00	295,018.78	-	501,906.74	97,171.67	938,243.19	Telecommunications Cost
11	Library Construction	-	-	-	-	-	-	-	Cabling; telephone system for FEM
12	Public Access Computing	-	15,000.00	-	-	-	-	15,000.00	-
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	6,000.00	103,638.00	-	-	-	-	109,638.00	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	64,197.02	-	64,197.02	
20	Web Site	-	11,000.00	-	-	46,228.98	27,840.67	85,069.64	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		21,680.00	169,804.00	295,018.78	-	612,332.73	125,012.33	1,223,847.85	

Buffalo and Erie County Public Library
Technology Plan (2004 - 2007)
Budget

2005

e-Rate Funding

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	WebFeat costs part of serials budget; Serials Solutions Cost estimated
6	e-Mail	23,394.00	-	-	-	-	-	23,394.00	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	6,100.00	-	-	-	-	-	6,100.00	
9	Mobiles	-	-	-	-	-	-	-	
10	Network	116,510.00	-	12,200.00	-	-	161,427.33	290,137.33	Telecommunications Cost
11	Library Construction	9,000.00	-	-	-	-	34,608.33	43,608.33	Cabling; telephone system for FEM
12	Public Access Computing	-	-	-	-	-	-	-	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	-	-	-	-	-	-	-	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	-	-	-	
20	Web Site	-	-	-	-	-	43,546.33	43,546.33	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		155,004.00	-	12,200.00	-	-	239,582.00	406,786.00	

Grants, Erie County Capital and Equipment Reserve

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	7,500.00	16,995.00	3,000.00	3,000.00	-	-	30,495.00	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	7,995.00	-	-	-	-	7,995.00	WebFeat costs part of serials budget; Serials Solutions Cost estimated
6	e-Mail	44,106.00	39,200.00	20,000.00	-	-	-	103,306.00	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	3,900.00	-	-	-	-	-	3,900.00	
9	Mobiles	-	-	-	-	-	-	-	
10	Network	114,810.00	10,000.00	7,800.00	-	-	-	132,610.00	Telecommunications Cost
11	Library Construction	1,000.00	-	-	-	-	9,139.33	10,139.33	Cabling; telephone system for FEM
12	Public Access Computing	-	-	-	-	-	-	-	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	-	-	-	-	-	-	-	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	-	-	-	
20	Web Site	-	-	-	-	-	-	-	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		171,316.00	74,190.00	30,800.00	3,000.00	-	9,139.33	288,445.33	

Buffalo and Erie County Public Library
Technology Plan (2004 - 2007)
Budget

2006

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	5,000.00	30,000.00	-	-	-	-	35,000.00	Dick Boss' pricing used for ERM
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	-	-	-	-	-	-	-
9	Mobiles	-	-	-	-	-	-	-	-
10	Network	193,000.00	38,466.00	303,869.34	-	516,963.95	258,599.00	1,310,898.29	Telecommunications Cost
11	Library Construction	10,000.00	-	-	-	-	43,747.67	53,747.67	Cabling; telephone system for FEM
12	Public Access Computing	-	15,000.00	-	-	-	-	15,000.00	-
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	6,000.00	111,424.00	-	-	-	-	117,424.00	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	-
18	Telephone System	100,289.80	-	30,000.00	-	-	-	130,289.80	
19	Training	-	-	-	-	66,122.93	-	66,122.93	
20	Web Site	-	-	-	-	47,615.84	71,387.00	119,002.84	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		314,289.80	194,890.00	333,869.34	-	630,702.72	373,733.67	1,847,485.53	

Operating Costs

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	Dick Boss' pricing used for ERM
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	-	-	-	-	-	-	-
9	Mobiles	-	-	-	-	-	-	-	-
10	Network	15,680.00	28,466.00	303,869.34	-	516,963.95	97,171.67	962,150.96	Telecommunications Cost
11	Library Construction	-	-	-	-	-	-	-	Cabling; telephone system for FEM
12	Public Access Computing	-	15,000.00	-	-	-	-	15,000.00	-
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	6,000.00	111,424.00	-	-	-	-	117,424.00	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	-
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	66,122.93	-	66,122.93	
20	Web Site	-	-	-	-	47,615.84	27,840.67	75,456.51	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		21,680.00	154,890.00	303,869.34	-	630,702.72	125,012.33	1,236,154.39	

Buffalo and Erie County Public Library
Technology Plan (2004 - 2007)
Budget

2006

e-Rate Funding

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	Dick Boss' pricing used for ERM
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	-	-	-	-	-	-	
9	Mobiles	-	-	-	-	-	-	-	
10	Network	52,320.00	-	-	-	-	161,427.33	213,747.33	Telecommunications Cost
11	Library Construction	9,000.00	-	-	-	-	34,608.33	43,608.33	Cabling; telephone system for FEM
12	Public Access Computing	-	-	-	-	-	-	-	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	-	-	-	-	-	-	-	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	90,260.82	-	27,000.00	-	-	-	117,260.82	
19	Training	-	-	-	-	-	-	-	
20	Web Site	-	-	-	-	-	43,546.33	43,546.33	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		151,580.82	-	27,000.00	-	-	239,582.00	418,162.82	

Grants, Erie County Capital and Equipment Reserve

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	5,000.00	30,000.00	-	-	-	-	35,000.00	Dick Boss' pricing used for ERM
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	-	-	-	-	-	-	
9	Mobiles	-	-	-	-	-	-	-	
10	Network	125,000.00	10,000.00	-	-	-	-	135,000.00	Telecommunications Cost
11	Library Construction	1,000.00	-	-	-	-	9,139.33	10,139.33	Cabling; telephone system for FEM
12	Public Access Computing	-	-	-	-	-	-	-	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	-	-	-	-	-	-	-	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	10,028.98	-	3,000.00	-	-	-	13,028.98	
19	Training	-	-	-	-	-	-	-	
20	Web Site	-	-	-	-	-	-	-	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		141,028.98	40,000.00	3,000.00	-	-	9,139.33	193,168.31	

Buffalo and Erie County Public Library
Technology Plan (2004 - 2007)
Budget

2007

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	-	-	-	-	-	-	
9	Mobiles	-	-	-	-	-	-	-	
10	Network	143,000.00	28,466.00	156,492.71	-	266,236.43	129,299.50	723,494.64	Telecommunications Cost
11	Library Construction	-	-	-	-	-	21,873.83	21,873.83	Cabling; telephone system for FEM
12	Public Access Computing	-	7,500.00	-	-	-	-	7,500.00	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	6,000.00	116,294.44	-	-	-	-	122,294.44	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	34,053.31	-	34,053.31	
20	Web Site	-	-	-	-	24,522.16	35,693.50	60,215.66	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		149,000.00	152,260.44	156,492.71	-	324,811.90	186,866.83	969,431.88	

Operating Costs

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	-	-	-	-	-	-	
9	Mobiles	-	-	-	-	-	-	-	
10	Network	15,680.00	28,466.00	156,492.71	-	266,236.43	48,585.83	515,460.98	Telecommunications Cost
11	Library Construction	-	-	-	-	-	-	-	Cabling; telephone system for FEM
12	Public Access Computing	-	7,500.00	-	-	-	-	7,500.00	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	6,000.00	116,294.44	-	-	-	-	122,294.44	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	34,053.31	-	34,053.31	
20	Web Site	-	-	-	-	24,522.16	13,920.33	38,442.49	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		21,680.00	152,260.44	156,492.71	-	324,811.90	62,506.17	717,751.22	

Buffalo and Erie County Public Library
Technology Plan (2004 - 2007)
Budget

2007

e-Rate Funding

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	-	-	-	-	-	-	
9	Mobiles	-	-	-	-	-	-	-	
10	Network	7,320.00	-	-	-	-	80,713.67	88,033.67	Telecommunications Cost
11	Library Construction	-	-	-	-	-	17,304.17	17,304.17	Cabling; telephone system for FEM
12	Public Access Computing	-	-	-	-	-	-	-	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	-	-	-	-	-	-	-	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	-	-	-	
20	Web Site	-	-	-	-	-	21,773.17	21,773.17	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		7,320.00	-	-	-	-	119,791.00	127,111.00	

Grants, Erie County Capital and Equipment Reserve

Project No.	Project Budget	Hardware	Software	Consulting	Training	Staffing	Other	Cost	Comments
1	Administration	-	-	-	-	-	-	-	
2	Digitization	-	-	-	-	-	-	-	
3	e-Books	-	-	-	-	-	-	-	
4	e-Branch	-	-	-	-	-	-	-	Need infrastructure to partner
5	Electronic Resources	-	-	-	-	-	-	-	
6	e-Mail	-	-	-	-	-	-	-	
7	ILL	-	-	-	-	-	-	-	\$5K OCLC Annual Cost (operating budget)
8	Intranet	-	-	-	-	-	-	-	
9	Mobiles	-	-	-	-	-	-	-	
10	Network	120,000.00	-	-	-	-	-	120,000.00	Telecommunications Cost
11	Library Construction	-	-	-	-	-	4,569.67	4,569.67	Cabling; telephone system for FEM
12	Public Access Computing	-	-	-	-	-	-	-	
13	Process Improvement Project	-	-	-	-	-	-	-	
14	RFID	-	-	-	-	-	-	-	
15	Staff Computing	-	-	-	-	-	-	-	
16	Support Services	-	-	-	-	-	-	-	Includes Sirsi annual maintenance
17	SVA	-	-	-	-	-	-	-	
18	Telephone System	-	-	-	-	-	-	-	
19	Training	-	-	-	-	-	-	-	
20	Web Site	-	-	-	-	-	-	-	Internet Access Fees
21	Wireless	-	-	-	-	-	-	-	Costs included in Network
		120,000.00	-	-	-	-	4,569.67	124,569.67	

Buffalo and Erie County Public Library
Technology Plan (2004 - 2007)

ID	Task Name	2005												2006												2007											
		3rd Quarter			4th Quarter			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter			1st Quarter			2nd Quarter			3rd Quarter			4th Quarter								
		Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
1	Administration	[Task Bar]																																			
2	Digitization	[Task Bar]																																			
3	e-Books	[Task Bar]																																			
4	e-Branch	[Task Bar]																																			
5	Electronic Resources	[Task Bar]																																			
6	e-Mail	[Task Bar]																																			
7	ILL	[Task Bar]																																			
8	Intranet	[Task Bar]																																			
9	Mobiles	[Task Bar]																																			
10	Network	[Task Bar]																																			
11	Library Construction	[Task Bar]																																			
12	Public Access Computing	[Task Bar]																																			
13	Process Improvement Project	[Task Bar]																																			
14	RFID	[Task Bar]																																			
15	Staff Computing	[Task Bar]																																			
16	Support Services	[Task Bar]																																			
17	SVA	[Task Bar]																																			
18	Telephone System	[Task Bar]																																			
19	Training	[Task Bar]																																			
20	Web Site	[Task Bar]																																			
21	Wireless	[Task Bar]																																			

Project: B&ECPL Technology Plan Date: Thu 3/25/04	Task		Milestone		External Tasks	
	Split		Summary		External Milestone	
	Progress		Project Summary		Deadline	