

3-Year Technology Planning Form For Massachusetts Libraries

Technology Planning Outline

Introduction

Public libraries in Massachusetts wishing to apply for Universal Service E-Rate discounts for Internet, internal wiring, or any telephone service that goes beyond basic local and long distance calling, are required to have an approved technology. The Board of Library Commissioners is the agency responsible for approving library technology plans in Massachusetts.

To provide a clear correlation between the new Massachusetts technology planning requirement and the five elements required by the SLD, the Schools and Libraries Division (formerly the SLC) of the USAC, we have changed the format for technology plans from last year's "Technology Assessment/Plan Checklist" *lite* approach. Libraries that have applied for E-Rate discounts should begin to bring their technology planning process more closely into alignment with the public library long-range planning process.

Format

➤ 3 Year Plan

Libraries should prepare a three year plan, covering. No plans will be approved for more than three years.

➤ 5 Elements

You are not required to use the exact format that is provided throughout the rest of this document. However, you are required to clearly organize your plan into the following five sections:

- I. Goals and Objectives
- II. Professional Development Strategy
- III. Equipment Assessment
- IV. Budget
- V. Evaluation Process.

➤ Signature

An authorized signature (Library Director or Trustee Chair) must accompany the plan, either on a cover letter, or on a signature page on the plan itself

Individual Libraries vs. Automated Networks

Public libraries that are members of an automated resource sharing network (*e.g.*, CLAMS, MVLC, C/WMars, etc.) **are not required** to cover PC's and terminals, other hardware, software, data lines for services received from the network in this plan. For the purposes of E-Rate funding this is the network's responsibility.

Nevertheless, as part of a truly comprehensive technology plan for your library you may certainly choose to describe your relationship with your automated network. Be sure to be consistent throughout your plan. For instance, if you identify a need to add OPAC stations in your library as

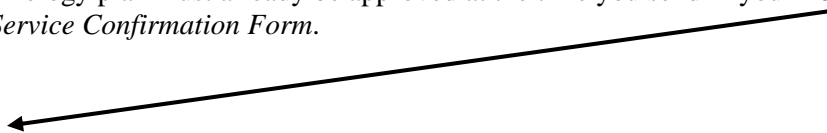
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part of your information strategy (Goals and Objectives - Section I), then you also should discuss the need to increase bandwidth through SAILS, what the impact will be on your annual assessment (Budget - Section IV), and the need for additional computers to provide the access (Assessment - Section III, and Budget - Section IV). Libraries filling out the section on Professional Development (Section II) may also want to refer to training opportunities afforded them by their network.

Timeline for Submission

The actual date by which your technology plan must be approved depends on a number of activities outside your or the Boards' control. To be safe you should submit your plan for approval to the Board by the end of April, 1999. Here are the basic rules:

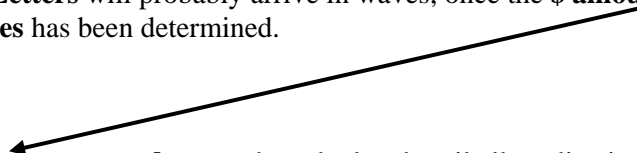
1. Your technology plan must already be approved at the time you send in your **Form 486**, the *Receipt of Service Confirmation Form*.



2. **Form 486** is sent in once you have received a **Funding Commitment Letter** from the SLD.



3. **Funding Commitment Letters** will probably arrive in waves, once the **\$ amount for total requests for eligible services** has been determined.



4. Total **\$ for eligible services requested** cannot be calculated until all applications have been evaluated and the SLD completes its program integrity assurance review. This means that between the end of the application window, and July 1, the beginning of the next program year, the SLD will plow through all applications.

Thus, a library should submit its technology plan by the end of April so that it can be evaluated and approved by July 1.

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How to Submit

All plans should be sent to:

Massachusetts Board of Library Commissioners
648 Beacon St.
Boston, MA 02215
Attn: Rachel Devin

Questions should be directed to:

Paul Kissman
617-267-9400
800-952-7403 (in-state)
paul.kissman@state.ma.us

Once you have submitted your plan, you will receive either a notification of approval from the Board or a follow-up request for additional information or clarification.

A copy of your approved technology plan and approval notification should be kept on file along with copies or printouts of your e-rate application (Forms 470 and 471)

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I. Goals and Objectives

“The plan must establish clear goals and a realistic strategy for using telecommunications and information technology to improve education or library services”.
SLD Q&A Regarding Technology Plan Policy and Procedures

If your library has an active long range plan on file with the Board, please extract any goals and objectives that have a technology component. If you do not have a current long range plan, please formulate your technology strategy in the form of goals and objectives. Objectives should be measurable and at least one objective for each goal should show that your technology will have an impact on end users.

In an accompanying narrative statement, describe how technology, such as telecommunications and Internet services, will be used to support your goals and objectives

Sample Goal (John Doe Library): Improve the job preparedness of the residents of D’eauville through the use of public library reference tools and library programs.

Sample Objective: By the end of June, 2001, the library will have trained at least 100 residents in the use of online databases that contain employer information, such as business profiles and SEC filings.

Sample Narrative: In order to provide sufficient access to support online database training in our planned career center, we will need to add two more workstations with access to CLAMS network databases and the Internet. We hope to do all the wiring in October, add one workstation at that time, then add a second computer at the beginning of the next fiscal year (August 2000).

II. Professional Development Strategy

“The plan has a professional development strategy to ensure that staff know how to use the new technologies to improve education or library services.”
SLD Q&A Regarding Technology Plan Policy and Procedures

- A. Please describe any planned continuing education or training for your staff to help them use your library's technology themselves, and to help patrons. You may wish to include descriptions of in-house training, municipal employee development, MLA, NELA or NELINET workshops, network and regional training.

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III. Assessment

“The plan includes an assessment of the telecommunications services, hardware, software, and other services that will be needed to improve education or library services.”

SLD Q&A Regarding Technology Plan Policy and Procedures

Provide a narrative overview of the connections, hardware and software in your library, and then any additions or changes that you need to make in order to support the goals and objectives that you have identified in Section I.

Note: Remember that **if** you discuss your automated resource sharing network services (e.g., CLAMS, OCLN, etc.) throughout the rest of the plan, you should do so here as well.

A. Telephone

Example: We currently have three phone lines in the library: at the circulation desk, the director's office, and the fax machine. We would like to add a new line just for the children's department, and a second line to the career center for modem access to the Internet. We also need to beef up our OCLN connection from 56k to 384k for the ten additional OPAC stations that we will be installing.

B. Internet

Example: We currently receive Internet access through three of our MVLC workstations, located in the adult section, the children's room, and at the reference desk. We cannot afford another MVLC port at this time, and we have been offered a free Internet access from Media One at one location in the library. We intend to put this in our career center.

C. Internal Connections

Example: We currently have 12 ports with NOBLE connected via a LAN. We need to wire an additional six ports for NOBLE in order to expand access into our new children's wing, which will be renovated during the Spring of 2000. We only have three ports left on our hub, and will need to add another 8-port hub which will not be paid for by NOBLE.

D. Hardware (PC's, Modems, Printers, etc)

Example: We have a real printing crisis in our library already. The printers are all old HP Thinkjets circa 1987. They are hard to fix and we can't even get cartridges for them anymore. We would like to take advantage of our new LAN and buy one good printer that outputs both black and white and color for administrative work, and we would like to replace the Thinkjets at the public workstations with cheaper color inkjets, so that kids can take away good copies of Web pages and CD-ROM encyclopedia articles.

E. Software (Operating Systems, Applications, Networking)

Example: We would like to upgrade all our Web browsers from NCSA Mosaic 1.1 to Netscape Communicator 4.5 with Macromedia Flash and the Adobe Acrobat plug-in to take full advantage of MLIN and the statewide reference databases. We have WordPerfect and Lotus 1-23 v.2.2 on our public workstations and on our administrative PC, and would like to move to MS Office.

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IV. Budget

“The plan provides for a sufficient budget to acquire and maintain the hardware, software, professional development, and other services that will be needed to implement the strategy for improved education or library services”.

SLD Q&A Regarding Technology Plan Policy and Procedures

You may choose to use this type of matrix as a guideline in developing a three-year budget projection for activities that support your library's technology goals and objectives. Remember that these are summary figures only, and that to accurately estimate the budget requirements necessary to support new services, you will need to develop more detailed backup documentation. Two samples showing how E-Rate discounts can be included as part of your overall projection are included below.

	Year 1	Year 2	Year 3	3 Yr. Total
*Telecommunications - Subtotal	1950	2103	2270	6323
Local	600	618	637	1855
Long Distance	1350	1485	1633	4468
ISDN, DSL, Leased Line, etc.	0	0	0	0
*Internet - Subtotal	0	0	0	0
Internet Service Provider Charges	0	0	0	0
**Internal Connections -Subtotal	0	425	3660	4085
LAN Wiring	0	300	0	300
Hubs/Routers/DSU's	0	125	0	125
Network File Servers	0	0	2500	2500
Network Server Software	0	0	785	785
Firewalls	0	0	0	0
Maintenance	0	0	375	375
Ineligible Hardware - Subtotal	0	0	400	400
Acquisition	0	0	400	400
Maintenance	0	0	0	0
Ineligible Software - Total	1000	1000	1000	3000
Acquisition	1000	1000	1000	3000
Maintenance	0	0	0	0
Professional Development	375	425	475	1275
Other (Automated Network Assessment)	15,353	16,750	16,750	48853
ANNUAL TOTALS	18678	20703	24555	63936

* Supported by SLD funding

** Supported by SLD funding if library is in a high discount bracket

For an up-to-date list of eligible services, refer to:

<http://www.sl.universalservice.org/reference/eligible.asp>

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Sample Calculations Taking E-Rate Discounts Into Consideration

Example1- Maintaining Same Level of Service and Saving Money

Library A makes \$900 in long distance calls annually, and is eligible for a 40% discount under the E-Rate. Anticipating SLD funding for FY2000, Library A budgets \$540 ($\$900 \times 60\% = \540) of its own funds to support the same level of service.

Example2 - Expanding Service

Library B makes \$900 in long distance calls annually, and is eligible for a 40% discount. Library B desires to loosen the reins on its reference staff and allow them to make additional long distance phone calls to support a higher level of reference service. Anticipating the 40% SLD funding, Library B continues to budget \$900 of its own funds in anticipation of \$1500 in phone charges ($\$1500 \times 60\% = \900).

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V. Evaluation

“The plan includes an evaluation process that enables the school or library to monitor progress toward the specified goals and make mid-course corrections in response to new developments and opportunities as they arise.”

SLD Q&A Regarding Technology Plan Policy and Procedures

For each goal, objective, or service response given in Section 1 “Goals and Objectives”, give at least one measurement that will enable you to determine progress toward that outcome.

The technology components of your information strategy are most often implicit in your goals and objectives, but are not ends-in-themselves. That is, you don't add more computers to your library simply for the purpose of having more computers. You do so to provide a service to your patrons that requires computers (e.g., resume writing or access to CD_ROM encyclopedias).

In this section of your technology plan focus on evaluative measures that attempt to clarify whether the particular technology that you have chosen is:

- a) working well for you and/or
- b) sized correctly for the level of your use.

For instance, a library chooses to put in two workstations to support its new career center, one with Internet access, and one without. After six months, the library staff discovers that the workstation without Internet Access is underutilized, and the workstation with Internet access is overbooked. A mid-term correction might be to add Internet access to the second workstation.

In order to make this decision, the library might have had in place an evaluative measure that reads:

Example: Sign-in logs will be used to show the usage of career center computers. Hits on our newly-developed Career Pointers Web page will show that end-users who have been trained in our career workshops are reaching quality Internet job information sites that have been evaluated by our reference staff.

Signature - Don't forget to sign your technology plan on the cover sheet or on a signature page.