

Technology Plan

LIBRARIES 2000

NEW JERSEY'S TECHNOLOGY PLAN
FOR LIBRARIES
IN THE 21ST CENTURY

N.J. STATE LIBRARY
P.O. BOX 520
TRENTON, NJ 08625-0520

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**Prepared by the
New Jersey State Library**
affiliated with Thomas Edison State College

**New Jersey State Library
185 West State Street, CN 520
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A MESSAGE FROM THE STATE LIBRARIAN

It is essential that citizens of New Jersey have access to the rapidly expanding information resources made available through new technology.

The first and most important element in making this possible is a strong and vital library program. Libraries must contain not only the conventional materials: books, periodicals, reports, documents, pamphlets, audio and video cassettes, but also must have available the latest electronic technology and a well-trained staff.

The enclosed technology plan provides a basic framework for accomplishing this task. It is simple; it addresses electronic informational needs; it identifies costs; it provides assistance to libraries, and it builds upon what is already in place and it is flexible.

This plan takes the first coordinated step in advancing New Jersey libraries to a new plateau of service.

John H. Livingstone
7/2/96

LIBRARIES 2000
New Jersey Technology Plan for Libraries in the 21st Century

Introduction from *Report of the Automation Plan Group #1* - Karen Hyman, Paul Pattwell, Lynn Randall, Claudia Sumler, Pat Tumulty.

"Our vision is a New Jersey library community where every library is a gateway and a guide to the world of information. While the information environment has been radically transformed, the role that libraries and librarians can play is critical to people's ability to access and use information productively.

The rapid evolution of information technologies offers new opportunities to provide outstanding, cost-effective service to the people of New Jersey and to build on a strong track record of success and achievement in New Jersey libraries. The choices that we make in the next five years will help to determine whether we and our libraries will continue to serve the people of New Jersey with new and traditional services or whether we will be eclipsed and the people will be shortchanged.

For our libraries to flourish, individual libraries will need to embrace new roles, redirect resources and redefine the way they provide both new and traditional services to their users. Libraries will need to acquire new technical and training skills and sharpen their focus on the human issues—customer service, team building, adjusting to change. We will need to provide access to new resources and teach our users how to be discriminating consumers of information in all formats. Larger units of service including local library consortia and countywide systems will be integral to creating and managing this change in a cost-effective manner.

For libraries to flourish, the agencies that monitor, support and advocate for libraries will need to embrace new mandates, learn new skills and redirect their resources toward the achievement of this vision in a continually changing information and telecommunications environment.

The State Library will need to set standards and overall direction for quality library service in an electronic information age. Regional Library Cooperatives will need to provide for current awareness and education of library staff in every aspect of service design and delivery in an electronic environment. The State Library and Regional Library Cooperatives will need to redirect dollars to electronic services and programs that foster shared commitment to change, including electronic databases that maximize a library's investment in Internet access, and State Library grant programs that support local commitment and investment.

The New Jersey Library Association will need to develop and lobby for legislation and funding for the extraordinary costs of retooling libraries and to extend the Information Superhighway to all of our residents."

THE VISION

**All citizens of New Jersey
participate fully and share
equitably in the benefits of the
information revolution.**

Every New Jersey library has the necessary resources to access the world of information.

Every New Jersey citizen has access to information about the local, state and federal government through library technology.

Every New Jersey citizen can communicate electronically with government officials.

Every New Jersey citizen can receive training and support at their local library in accessing, evaluating and using electronic information.

Every New Jersey citizen has access to information 24 hours a day. This access may be from home, school, office, library and other public places.

ASSUMPTIONS

• All libraries will benefit from Libraries 2000.

• All implementation plans will, whenever practical, build on existing strengths.

We will be willing to experiment.

Local, state (including Network) and federal funds will be used to implement the plan.

The State Library and the Regional Library Cooperatives will work together to ensure a cohesive statewide approach.

All equipment purchased with grant funds will meet state mandated minimum standards.

All software and interfaces will be user friendly.

Special needs of urban libraries will be addressed.

All programs will be evaluated annually to assure both a high service level and cost effectiveness.

GOAL 1: All libraries are linked electronically.

1. Establish an electronic backbone which, by a local phone call or dedicated connection, provides access to the world of information.
2. Set standards for connectivity and encourage dedicated access where practical.
3. Work with telecommunications providers to ensure reduced rates for libraries.
4. Establish an E-Mail system whereby all libraries may communicate with one another.

Implementation steps

- Utilize available expertise to aid in the development of a telecommunications plan.
- Contract with outside consultant/expert to review the telecommunications plan as needed.
- Provide funding for rewiring libraries.

**GOAL 2: All libraries have the
equipment to implement *Libraries
2000*.**

1. Provide funding to equip each library with the hardware to get on the Internet.
2. Provide at least partial funding for connectivity costs.
3. Develop minimum standards for equipment purchases.

Implementation steps

- Provide funding (full or matching grants) to equip public libraries with state-of-the-art hardware for Internet access.
- Provide funding for other types of libraries as it becomes available.
- Form a committee to develop standards.
- Develop new grant programs and redesign existing programs to support equipment purchase. Permit libraries owning sufficient equipment to use grant funds for telecommunications costs.

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**GOAL 3: All libraries have
Internet, World Wide Web Access.**

1. Develop a list of Internet providers and guidelines for selection.
2. Negotiate for statewide Internet provider if practical.
3. Establish a network of telecommunications hub libraries and centers throughout the state to allow access to the Internet at a reasonable cost for smaller libraries.

Implementation steps

- Continue grant programs to fund telecommunications hub libraries.

GOAL 4: All libraries have access to an online bibliographic database and an interlibrary loan system.

1. Expand access to existing bibliographic databases and ILL systems.
2. Link existing bibliographic databases and ILL systems.
3. Develop statewide ILL system.

Implementation steps

- Continue to fund the Access Center to fill requests that cannot be filled elsewhere.
- Explore feasibility of implementing Z39.50 to search catalogs at multiple sites.
- Utilize the resources of small libraries as necessary through regional library catalogs.
- Continue to fund online access to the New Jersey Union List of Serials.

GOAL 5: All libraries have access to full text periodical articles and information in electronic formats.

1. Provide online access to basic full text periodical articles (1,000 titles minimum), sharing resources and responsibilities with local libraries and RLCs whenever possible.
2. Provide online access to specialized full text periodicals, with either state funding or a state match with local libraries or consortia.
3. Provide online access to full text reference sources.

Implementation steps

- Explore need for specialized resources and identify sources to meet those needs.
- Contract with vendors.

**GOAL 6: All library staff have the
expertise and skills to implement
Libraries 2000.**

1. Establish at least one training center in each of the four Network regions.
2. Identify needed skills.

Implementation steps

- Fund one training center for each Regional Library Cooperative.
- Continue support of "Train the Trainer" program.
- Identify additional funding necessary to implement training plans.
- Identify minimum competencies and develop training program based on these.
- Establish service hub libraries or centers to provide technical assistance to libraries.

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GOAL 7: All citizens of New Jersey are aware of the role of libraries in providing access to information.

1. Inform New Jersey residents and funding agencies about the value of libraries.
2. Explore and define the current public perception of libraries.
3. Identify a positive image for libraries and librarians and ways to project that image.
4. Inform the public of the benefits to them of the *Libraries 2000* technology plan.

Implementation steps

Form a committee to develop a public awareness plan which will educate the legislature and citizens as to the role of libraries in the information age.

**GOAL 8: All citizens have access
to traditional library services,
according to their needs.**

1. Continue support of children's services, reference, readers' advisory services, after hours reference, foreign language service to libraries, student reference, etc.
2. Advocate for increases in Per Capita State Aid and Federal Aid.

**GOAL 9: Sufficient funding is
available to implement *Libraries*
2000.**

1. Develop a legislative package and lobby for its introduction and passage.
2. Lobby for increases in Per Capita State Aid, Network funding and Federal funding.
3. Develop partnerships with businesses, local and statewide organizations, and state and local government.
4. Seek funding from private foundations.

TIMELINE FOR IMPLEMENTATION

Year 1: 1996

Develop standards for equipment purchase.

Prepare and disseminate grant applications to eligible public libraries for purchase of equipment.

Develop public information campaign.

Prepare and issue RFP for full text article delivery online.

Establish training centers.

Initiate training programs for librarians.

Develop and begin lobbying for a Legislative package.

Develop telecommunications plan.

Meet with vendors to investigate product capability for statewide ILL system.

Select hub libraries.

Evaluate programs to ensure effectiveness.

Year 2: 1997

Make state-of-the-art equipment and Internet access available in every public library in New Jersey.

Continue training for librarians and begin training for the public.

Make full text periodical articles available online in all libraries.

Make online access to the NJULS database available in every library.

Implement telecommunications plan (initial steps).

Offer state and local government information online in every library.

Test statewide ILL system in selected libraries.

Initiate a public information campaign.

Evaluate programs to ensure effectiveness.

Year 3: 1998

Continue implementation of the telecommunications plan.

Provide statewide ILL system to every library.

Identify information needs and develop new databases, including local, county and state information.

Assure availability of statewide bibliographic databases and informational databases at every library.

Provide information to citizens in public places.

Evaluate programs to ensure effectiveness.

