

NEW YORK OPPORTUNITY ONLINE SUMMIT TABLE RESPONSES

Summary of Most Frequently Recurring Responses by Category

I. Services to be offered

- Education and training -- technology training/digital literacy, distance learning (like Empire College), GED services, tech exploration center
- E-government services -- access to forms as well as to conducting business
- On-line gaming
- Creating a virtual 24/7 library
- Downloading center for people who don't have Internet access or sufficient bandwidth
- Job services -- job research, on-line testing and licensing
- Frequently mentioned **caution** -- ensure access for all in any services offered including multi-lingual programs and disability access

II. Connectivity

- Whatever meets the needs, is accessible, expandable, and cost-effective
- Libraries as aggregators of demand to increase negotiating power, hub for broad usage, negotiator to provide the "middle mile"
- Libraries as wireless hot spots
- **New York State Library roles** -- statewide advocate for connectivity including urging ISPs to increase availability in underserved areas, potential coordinator of a statewide service contract (similar to what is in place in New Jersey and Illinois) or a statewide network, coordinator of grant writing, information sharing, research on what's possible

III. Funding

- Broadband as it currently is offered in the state and priced is **not affordable and sustainable** for most library systems without major changes in budget models or significant external resources
- Libraries as business centers/revenue producers that charge fees for some services
- Reassess use of public funds, reallocate money to meet new needs, shift dollars from physical resources to on-line resources, make tough choices
- Explore range of resources -- grants, sponsorships, contributions -- but sustainability may depend on recurring income source

- **e-Rate** an important resource which needs streamlining, rethinking to maximize its potential; "fix e-Rate"
- Partnerships -- with business, schools, universities, chambers of commerce, local government, ISP providers -- to make the case for funding and sustaining broadband in all libraries
- **New York State Library roles** -- the leader/voice of local libraries on financial needs, research on models that work in other states/countries, leader in developing funding approaches, advocate for funding to local libraries for broadband, coordinator of statewide contracts for journals, subscriptions, databases to help locals save money

IV. Political

- Educate library trustees to be advocates
- Lobby/try to influence all policy makers at the local, regional, and state level
- Raise awareness about importance of libraries and library services
- Engage voters and library patrons so they can lobby their representatives
- Engage with key local public agencies such as social service, public safety, and economic development to identify shared interests and opportunities.
- Be more political, less "library nice" to demand attention to this important need
- Examine and remove and regulatory or legal barriers
- **New York State Library roles** -- ensure equitable access across the state, statewide advocacy

V. Support

- **New York State Library roles** -- on-line training and on-site technical assistance to local libraries, policy expertise, grant writing support
- Engage young people as resources
- Local partnerships for support -- share tech support with schools and BOCES