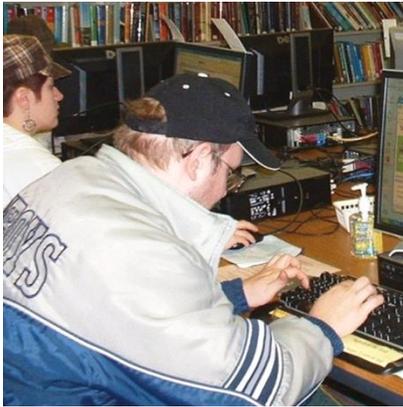


IMPACT REPORT 2010

Opportunity Online Hardware Grant



*Providing
Opportunities
Through
Public Access
Computing*



Sponsored by:
Bill & Melinda Gates Foundation U.S. Libraries Program
New York State Library, The New York State Education Department,
The University of the State of New York



New York State Library website: www.nysl.nysed.gov

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Partners:

New York State Library, Library Trustees Association of New York State, New York Library Association,
and Public Library System Directors Organization

Acknowledgements:

The following people, through their hard work, dedication, and support, provided leadership for the statewide program and produced this report: Janet M. Welch, New York State Librarian (retired); Bernard A. Margolis, New York State Librarian; Carol A. Desch, Coordinator of Statewide Library Services; Mary Linda Todd, Gates Grant Project Coordinator and the Library Development Technology Resource Sharing Team Members: Elizabeth Carrature, Lorraine Deitz, David Fiske, Maribeth Krupczak, Andrew Mace, Mary Ann Stiefvater, and Margaret Swanson; and Amanda R. Latreille, AmaLat Consulting

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Introduction

In 2007, under the leadership of then State Librarian Janet M. Welch, the New York State Library, in conjunction with the Bill & Melinda Gates Foundation, embarked upon an ambitious plan to help public libraries provide quality access to computers and the Internet. Titled, *Opportunity Online Hardware Grant*, this program provided funds to public libraries serving communities that were both at risk of having outdated technology and had high concentrations of poverty. Through a \$4.1 million grant from the Foundation, public libraries in high-need communities throughout New York were chosen to receive new computers and training. Recipients were located in all 62 of New York's counties. The two-year grant program funded public computer workstations, technical support, and associated training. It also required dedicated local funding through a monitored and enforced escalating matching requirement.



Four hundred twenty-one New York State libraries successfully participated in the *Opportunity Online Hardware Grant*. The choice by library trustees and directors to devote time and financial resources to this grant project ultimately brought more than 3,200 new public access computers to libraries throughout our state.

The timing of this grant could not have been better. During the years of grant activities, the library landscape changed dramatically: people increasingly came to rely on library technology for employment, education, health, and community connections. Presently, in almost any library, public computers are in use almost constantly, often by individuals searching for jobs or working on their resumes, but also by people looking for information or entertainment. It is ironic that, when library services are in greatest demand, funding is in short supply. It is grant programs such as the *Opportunity Online Hardware Grant* that have helped libraries continue to meet the technology requirements of patrons and communities.

I invite you to read this report, "*Providing Opportunities Through Public Access Computing*," that shows how the Bill & Melinda Gates Foundation, in partnership with the New York State Library, has assisted libraries in making a significant difference in communities throughout New York State. Now, more than ever, it is critical that communities commit the local resources necessary to ensure all people have opportunities to benefit from technology at their public libraries.

Sincerely,

A handwritten signature in black ink, appearing to read 'Bernard A. Margolis'.

Bernard A. Margolis
New York State Librarian

I invite you to read this report, "Providing Opportunities Through Public Access Computing," that shows how the Bill & Melinda Gates Foundation, in partnership with the New York State Library, has assisted libraries in making a significant difference in communities throughout New York State.

Background

The library opens doors and provides new opportunities—opportunities that without the library would not exist for many people. Since the addition of public access computers and the Internet to library services roughly fifteen years ago, these opportunities have grown exponentially.

The public library has long been the community's best source for information. People of all ages and backgrounds rely on the library for the information they need to learn, explore, and create in today's world. The library opens doors and provides new opportunities—opportunities that without the library would not exist for many people. Since the addition of public access computers and the Internet to library services roughly fifteen years ago, these opportunities have grown exponentially.

During this time, the Bill & Melinda Gates Foundation has been a strong supporter of public access computing in libraries. The sponsor of many related studies and grants for hardware and training, the Foundation has had an enormous, positive impact on technology services in libraries across the country, and especially in New York State.

In 2007, the Bill & Melinda Gates Foundation along with the American Library Association published results from the *"Public Library Funding and Technology Access Study."* This project was part of the Foundation's ongoing efforts to provide information about computer and Internet access in public libraries. The 2007 data was utilized to inform the development of the *Opportunity Online Hardware Grant* discussed in this report. The study involved collecting information from three sources: (1) a national survey that gathered data about library Internet connectivity, use, services, funding, and sustainability, (2) a questionnaire sent to the Chief Officers of State Library Agencies, and (3) focus groups and site visits held in specific states. The following were the major findings of the study:

- **Technology is bringing more—not less—library use.** The study found that 73 percent of libraries reported that they were the only source of free public access to computers and the Internet in their communities. Education and job resources were the most critical Internet services provided.
- **Library infrastructure (space, bandwidth, and staffing) is being pushed to capacity.** Library space, staffing, and budgets have not grown to accommodate increased use and new technologies. Most buildings were constructed before the advent of networked services.
- **Libraries need more technology planning and dedicated technology support.** More than a quarter of libraries did not have upgrade plans in place for their public access computers. State library agencies also identified an inability to plan and budget for upgrades and maintenance as a major challenge for libraries with vulnerable technology services.

(From <http://www.ala.org/ala/research/initiatives/plftas/previousstudies/0607/excutivebrief.pdf>)

In an effort to address the above challenges, the Bill & Melinda Gates Foundation established the *Opportunity Online Hardware Grant*. New York was one of the first states to take part in this national program, and as a result, the New York State Library played an important role in its development.

PROGRAM OVERVIEW



Purpose

Funded by the Bill & Melinda Gates Foundation, the two-year *Opportunity Online Hardware Grant* was created to help upgrade public access computing services in libraries that serve high-need communities and are struggling to keep pace with advancements in technology. Grant monies totaling \$4.1 million were given to 421 public libraries in New York State for the purchase of new hardware for public use. In addition, the program, through technology planning and advocacy training, aimed to help libraries secure funding to sustain hardware upgrades over time.

Partners

The New York State Library administered the program with the support of three key partners within the state's library community. The Public Library System Directors Organization, New York Library Association, and Library Trustees Association of New York State helped to make the program possible. Public library systems provided valuable assistance and guidance to participating libraries. They assisted their branch and member libraries in assessing current technology needs, selecting new hardware, making group purchases at discounted rates, and submitting reports.

Eligibility

The 421 participating libraries were located in small towns, big cities, and suburban communities across the state (see Appendix). Some libraries had as little as one part-time staff member, while others employed dozens of people. The libraries represented all 23 public library systems and 62 counties. They were selected based on criteria set by the Bill & Melinda Gates Foundation. Every library needed to meet the following two requirements in order to participate:

- **Criteria One:** Serve communities where ten percent of the total population or more than 3,000 people in each library service area live in poverty. Each library was designated as rural, urban, or suburban, which determined their service area radius.
- **Criteria Two:** Demonstrate that their computer and Internet services are vulnerable to becoming obsolete. Each library completed a computer inventory to assess their hardware vulnerability.

"The impact of the grant was almost immediate in each library. As soon as the new computers were installed, word about their availability seemed to spread rapidly in each community. All of our member libraries receiving new hardware have experienced an increase in public Internet usage..."

-Catherine Way, Director, Chautauqua Cattaraugus Library System in Jamestown, NY (Chautauqua County)



Left: Director Karen Parsons, Addison Public Library's only staff member, is shown here with her "Assistant Director" and computers purchased through the grant



According to Director Priscilla Bergren-Thomas, trustees of the Philips Free Library in Homer, NY (Cortland County) were “transformed” by “Turning the Page.” They now see the library as a community resource. Prior to the training, the board was not considering replacing the library’s four decade-old computers. Now, the library has seven desktop computers and four laptops, and the trustees understand the need for technology upgrades and expansion of services.



Above: Children’s computer at Philips Free Library

Participant Responsibilities

Participating libraries were required to undertake the following roles and responsibilities:

Qualification Phase (2007)

- *Complete a computer inventory using TechAtlas in order to assess eligibility.* TechAtlas, a free, online tool offered by WebJunction, assists library staff in technology planning and management. Twenty TechAtlas workshops were held across the state during this qualification phase to introduce staff to the software and answer their questions. Online training was also available.



Above: Participants at “Turning the Page” in Bolton Landing

Participation Phase One (2008)

- *Complete advocacy training.* All participants were required to take part in “Turning the Page,” a workshop created by the Public Library Association (PLA) specifically for grantees. PLA has stated, “The training is designed to equip librarians and library supporters with the skills, confidence, and resources they need to create community partnerships, build alliances with local and regional decision makers, and ultimately increase funding for their libraries.” A two-day workshop was held at the Sagamore in Bolton Landing. Not only were more than 400 library staff members present, but at least 100 trustees from participating libraries were in attendance as well. Feedback was very positive—participants found the training useful and inspiring. Library staff members who were not able to travel to Bolton Landing were required to complete online “Turning the Page” training modules. Eleven workshops were held regionally in order to bring library staff together to discuss and work through the module topics.
- *Secure a match of 25 percent of the grant funding.* The grant amount for each library was based on a predetermined “level of service” formula that specified a certain number of computers per persons living in poverty as defined by the Bill & Melinda Gates Foundation. Matching sources could include the library’s existing technology budget, state funds earmarked for technology-related purchases, or community resources. Libraries were encouraged to develop community partnerships.
- *Buy and install computer equipment.* Items such as desktop computers, laptops, software, printers, scanners, and wireless routers could be purchased, as well as staff or patron training, maintenance, and tech support. The purchases depended on the specific needs of the library.
- *Complete National Survey of Public Library Funding & Technology Access.*
- *Use TechAtlas to run a computer inventory.*
- *Submit Phase One report.*

Participation Phase Two (2009)

- *Secure a match of 50 percent of the grant funding.*
- *Buy and install computer equipment.*
- *Use TechAtlas to run an updated computer inventory.*
- *Complete National Survey of Public Library Funding & Technology Access.* Eight workshops were held across the state to assist participants in completing this survey.
- *Submit final report.*

PROGRAM BENEFITS



Methodology

The *Opportunity Online Hardware Grant* was evaluated using an outcome-based approach. The Bill & Melinda Gates Foundation and the New York State Library were interested in the standard program outputs, such as number of participants, funds raised, and hardware purchased. However, the State Library also sought to measure the impact of the project. In other words, how did the program specifically benefit participating libraries, their staff, and communities? The following predicted outcomes align with the overall purpose of the program and were used to shape the evaluation process:

1. Participating libraries improve their technology planning and services.
2. Participating libraries increase use of their technology services and attract new patrons.
3. Participating libraries successfully advocate for new funding for technology and build support from new and existing partners.

Data was gathered from three sources post-program: (1) participant reports submitted to the State Library, (2) a participant survey conducted by an independent consultant and designed to specifically measure the outcomes listed above, and (3) interviews and observations collected by State Library staff at participating libraries. Completed surveys were received from 92 percent of the 421 participating libraries.

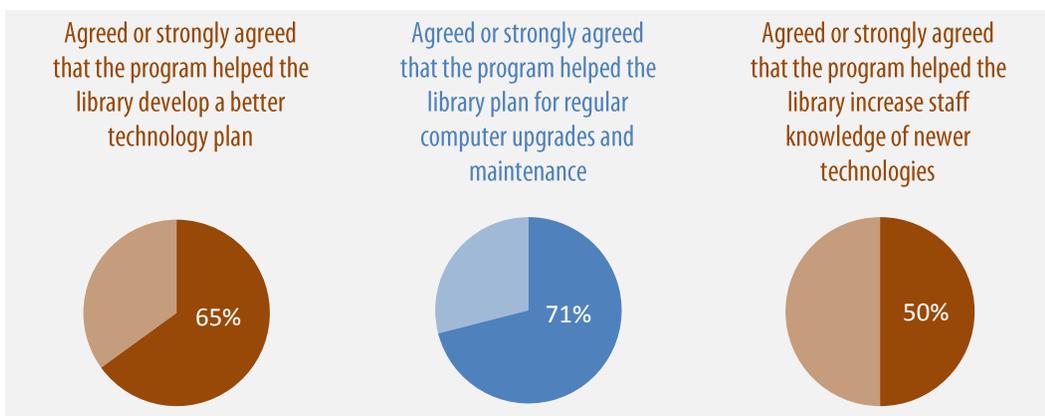
1. Impact on TECHNOLOGY PLANNING AND SERVICES

Many public libraries, especially the smaller, rural libraries, operate without expert technical support staff. Staff members with little technology expertise are often responsible for the budgeting, purchasing, and maintenance of public access computers. As mentioned earlier, the “2007 Public Library Funding and Technology Access Study” found that state library agencies reported these tasks as major challenges for many libraries.

The grant was established in part to improve participants’ technology planning skills through training and tools such as TechAtlas. According to survey results, roughly two-thirds of participants felt the program accomplished this goal (see charts below). Also, fifty percent felt the program helped to increase librarians’ knowledge of newer technologies. This program benefit was seen more commonly in smaller, rural libraries with few staff members (larger, urban libraries and systems often have technical support staff with this expertise).

“The most significant and palpable impact of the Gates grant [in Brooklyn] has been the ability to provide library users at the 49 participating libraries with access to new computers...and up-to-date software applications...and a small number of laptops. By replacing older computers that were often out of service or which would “freeze-up” during a 30-minute public session, we have been able to increase the level of access...”

-Cathy Shomstein, Manager of Program Funding, Brooklyn Public Library (Borough of Brooklyn)



Almost every survey respondent (93 percent) agreed or strongly agreed that the program helped their library improve technology services.

In turn, this improved planning and increased knowledge (coupled with a budget for new hardware) brought about significantly improved technology services. Many participating libraries reported outdated, poorly functioning computer equipment—some ten or more years old. A number of libraries were not yet offering wireless Internet access for patrons. Many had too few computers to meet increasing community demands, especially with the influx of job seekers during these challenging economic times.

The grant made possible the purchase of 3,229 new public access computers in communities across New York State. Peripherals such as printers, scanners, and wireless routers were bought based on library need. In some cases, participating libraries became the first and only free wireless Internet providers in their towns. Computer training for staff and/or patrons (38 percent of survey respondents) and computer maintenance (28 percent) were also purchased. Almost every survey respondent (93 percent) agreed or strongly agreed that the program helped their library improve technology services.

Examples from Participants

“The TechAtlas inventory has made the library staff more efficient in maintaining our computer equipment, so we can provide our community with fast, up-to-date computers that always work.”

-Marie Bindeman, Director, Lockport Public Library in Lockport, NY (Niagara County)

Dormann Library in Bath, NY (Steuben County): The grant provided the Dormann Library with ten desktop computers, four laptops, and a server. Director Carol Berry said that these much needed purchases would have been impossible without the grant. The library is the only free wireless Internet provider in Bath.



Above: Dormann Library exterior and their sign advertising wireless Internet service

New Rochelle Public Library in New Rochelle, NY

(Westchester County): The New Rochelle Public Library purchased 12 new computers, two printers, and software through the grant. With this equipment, the library created a six-computer workstation in the children’s area and another six-computer workstation for research, job searching, and resume writing. The program helped alert Director Tom Gioffino and Technical Coordinator Daniel Ogyiri to the growing technology needs of their community. Outside of the grant, a music center with download express stations and a new teen area with eight computers were added. Internet access at New Rochelle has doubled within one year.

Kingston Library in Kingston, NY (Ulster County): The grant helped the Kingston Library take “a giant step forward” with technology services for users, according to Director Margaret Menard. “Previously, our public computers were a hodge-podge of outdated and donated computers. We now have uniform, current technology so our patrons know that when they come to the library they will be able to accomplish what they need to do.” Kingston was able to purchase 13 desktop computers as part of the grant.

Paine Branch, Onondaga County Public Library in Syracuse, NY (Onondaga County): The Paine Branch bought 15 computers through the grant, expanding technology services for its urban community. Now the library’s public access computers are organized into clusters for different user groups—adults, teens, children, and job seekers. Two of the new computers have been designated for people needing to write resumes and search for jobs. According to Branch Manager Lorraine Mavins, increased availability has led to decreased or no wait times for users. The library has also had the opportunity to offer seminars designed for job seekers.

Queens Borough Public Library (Borough of Queens): Nineteen branch libraries of the Queens Borough Public Library purchased a total of 332 computers through the grant. Director Thomas Galante

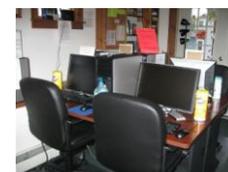
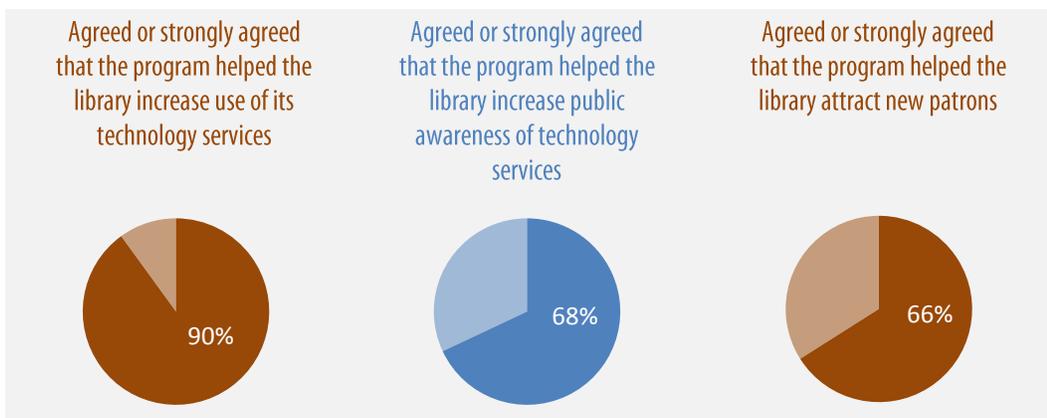
stated, “[There is] a significant difference from the existing computers...the difference is brilliant and users are experiencing the high performance of these work stations.” Each participating branch also received a cart with a computer capable of wireless Internet access and a projector. Now these libraries can easily display Internet resources during their many classes and programs.

2. Impact on USE OF TECHNOLOGY SERVICES

With the new hardware in place, the State Library predicted that use of technology services in participating libraries would increase. According to survey findings, this outcome was achieved in 90 percent of libraries (see charts below). More specifically, 92 percent reported an increase in public access computing sessions since grant participation began.

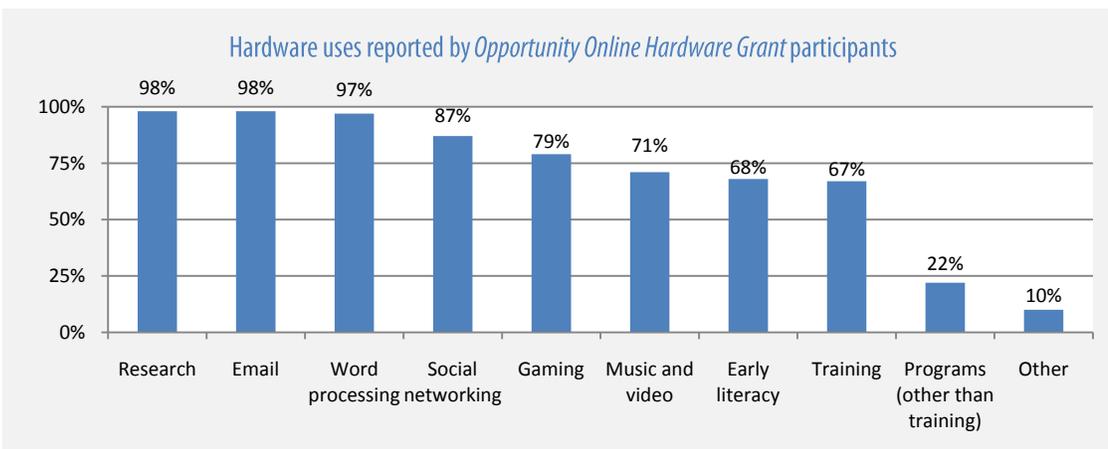
In interviews, library staff described how the new public access computers were bringing more people of all ages and backgrounds into the library, including new users (commonly teens and older adults). Survey results indicated that roughly two-thirds of respondents felt the program helped the library increase public awareness of its technology services and bring in new users. Community members appreciated having faster computers with up-to-date software, quality printers, and other peripherals. In many cases, they were also thrilled with the shorter wait times and longer use times—leading to less frustration and more productivity for both users and staff.

According to Smyrna Public Library Director Stacy Beers, the grant hardware has led to “increased community pride in the library.” The library is the only public Internet access provider in Smyrna (Chenango County). Having the updated equipment has helped community members feel more connected to the world.



Above: Computers at the Smyrna Public Library purchased through the Opportunity Online Hardware Grant

The new hardware is meeting a variety of informational, educational, social, and recreational needs. Survey results indicated that people are primarily using the hardware for research, email, and word processing (see chart below). Social networking, gaming, music and video, and training are also common uses.



Library staff most often described community members using the new computers to research unemployment benefits, find jobs, write resumes, and take online courses. Their responses showed repeatedly that public libraries are a lifeline for many people—especially during an economic recession.

“The new computers impact our users’ lives by allowing them to get up-to-date information on health and wellness issues.”

—Mary Truby, Director, Angola Library in Angola, NY (Erie County)

Library staff most often described community members using the new computers to research unemployment benefits, find jobs, write resumes, and take online courses. Their responses showed repeatedly that public libraries are a lifeline for many people—especially during an economic recession.

Staff spoke of users having no computers due to affordability issues. Some lived in rural areas where the price of Internet service was high, while others lived in areas without any service at all. For these reasons, wireless Internet access at many participating libraries has been popular.

Examples from Participants

Plattsburgh Public Library in Plattsburgh, NY (Clinton County):

According to Director Stanley Ransom, the Plattsburgh Public Library’s public access computer use has increased since acquiring eight desktop computers through the grant. The library averages 2,500 computing sessions per month. “Patrons are delighted to have access to free computers. A line of fifteen to twenty persons waits for us to open. We help with jobs and with resumes. Grandparents love to email their grandchildren. It is a very positive service in the community.”



Above: Computer users at the Plattsburgh Public Library

Bodman Memorial Library in Philadelphia, NY (Jefferson County):

Prior to the grant, computers at the rural Bodman Memorial Library were so outdated and slow that users often became frustrated and would leave while waiting for a webpage to load. The library’s six computers and wireless router obtained through the program have had a big impact on the community, according to Director Tracy Tanner. “Our library has become the number one go-to place for resources and information among our patrons once again as it should be. It does not stop there—word-of-mouth and advocacy are continuously bringing in new patrons every week.” Tanner added, “Words cannot express what a generous gift this has been to our library. Helping out one library like this in reality helps out thousands of people—a great investment in my book.”

Southworth Library in Dryden, NY (Tompkins County):

Serving a rural community of roughly 2,000 people, the Southworth Library received six desktop computers and one laptop through the grant. Director Diane Pamel reported, “Our usage of computers for recreation, job searching, and information has increased dramatically with the new computers in place. They have helped secure jobs, helped improve school performance, and increased the enjoyment of our customers.” The library is now planning to build an addition in part to provide more space for technology services.

Town of Collins Public Library in Collins, NY (Erie County):

According to Director Karen McClure, the 11 computers provided through the grant served a very important purpose during a recent flood. They were a “lifeline” for the community. People used them to apply for Federal Emergency Management Agency (FEMA) aid and other relief. The library also became a station for FEMA and other organizations to come together and access the Internet.

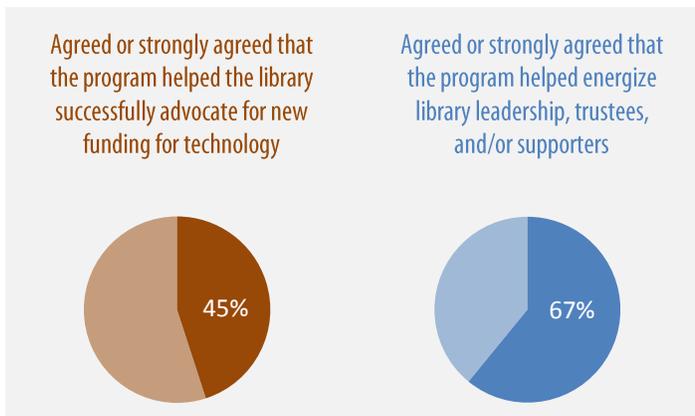
Little Falls Public Library in Little Falls, NY (Herkimer County):

As a result of the grant, the Little Falls Public Library was able to offer basic computer classes for its rural community. The library purchased five computers and a projector. Manager Marietta Phillips described the first group of students as technology novices: “they had never even touched a keyboard or mouse.” One participant was 93 years old. By completion, every student was able to perform basic word-

processing, search the Internet, and send emails. "Having the ability to communicate over the Internet has opened up a new world for these people."

3. Impact on ADVOCACY AND FUNDING FOR TECHNOLOGY

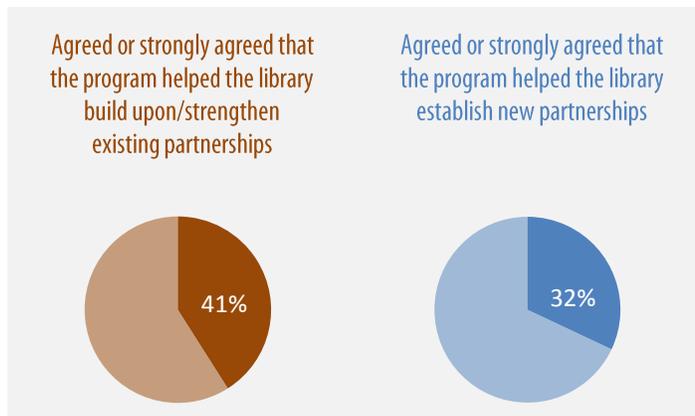
The *Opportunity Online Hardware Grant* was created to assist libraries in upgrading and sustaining their public access computing services. Funding for these activities does not exist without support from library boards, local governments, and communities. These groups need to be educated on the value of technology services in public libraries.



Prior to the grant, many participating libraries received too little funding for computer upgrades and maintenance, and some received no funding at all—technology was not a line item in their budgets. "Turning the Page" training for staff and trustees changed this by helping libraries successfully advocate for new funding for their technology services. Even as jobs have been lost and funding has been cut around the state, 45 percent of participating libraries reported that this outcome was achieved (see above charts). Significantly more (67 percent) felt the program energized library leadership, trustees, and/or supporters.

Participating libraries were required to obtain a 25 percent match in Phase One of the program and 50 percent match in Phase Two. These monies came from a variety of sources. In some cases, libraries were able to use funds that they had already available in budgets. "Friends of the Library" groups were also common sources, raising money through book sales and other fundraising events. Some participants reported a new or a stronger, more invested "Friends" group as a result of the grant.

Others had to advocate for funding outside of the library to secure the match required. Building upon existing partnerships and establishing new partnerships, topics covered in "Turning the Page," became essential to getting the necessary funds for some libraries. Libraries collaborated with local organizations and foundations, and even received donations from individual community members. Survey results indicated that the grant helped roughly one-third of participating libraries with partnership building (see above charts).



In total, participating libraries raised \$2,027,300 in required matching funds (\$776,700 in Phase One and \$1,250,600 in Phase Two). Additionally, an impressive 34 percent of survey respondents reported that their library obtained new ongoing funding for technology. Not only were these libraries able to secure the matching funds, but they were so successful in their advocacy efforts

According to Dansville Public Library Director Terry Dearing, the grant made the library "visible" in the community. It led to something "living, breathing, and growing that it did not have before." People with no computer skills are watching others and feeling as though they can also learn to use the new hardware. A "community of learning" has been created at Dansville (Livingston County).



Above: Dansville Public Library exterior

An impressive 34 percent of survey respondents reported that their library obtained new ongoing funding for technology.

that local decision-makers saw the need to commit long-term funding for hardware upgrades and maintenance.

Examples from Participants

“The library partnered with the local Rotary Club. Rotary held a very successful fundraiser which enabled the library to purchase three new computers.”

-Mary Ellen Wolfe, Director, Sharon Springs Free Library, Sharon Springs, NY (Schoharie County)

Chazy Public Library in Chazy, NY (Clinton County): The Friends of the Chazy Public Library partnered with the library to provide the matching funds needed for the grant. Director Frances Fairchild said the group “unanimously approved” the match for two desktop computers. For this small, rural community of 3,000, the library is the only provider of public access computers. Fairchild added, “Much used and much appreciated.”

Town of Tonawanda Public Library in Tonawanda, NY (Erie County): Not only did the program provide Tonawanda’s Kenmore and Keniworth Branches with 40 needed desktop computers and laptops, but the program also had a lasting effect on the library’s public awareness and advocacy efforts. The “*Turning the Page*” workshop sparked staff into action. According to Director Mary Kate Weeks, an ad hoc committee was created specifically for library development activities, such as outreach to non-users. With two libraries recently closing in the area, many locals are feeling left without services. Through a grassroots approach, the committee aims to connect with these people and bring them into the remaining branches. The committee also has plans to advocate for new construction, as facilities are operating at maximum capacity.

Mexico Public Library in Mexico, NY (Oswego County): Upon learning that the library was eligible for the grant program, Director Dorothy Dineen published the good news in Mexico’s local paper. Unsolicited donations from local community members started coming in, and these monies ultimately added up to the match needed for the grant. The Mexico Public Library now has five new computers, registration software, and a wireless router. Dineen stated, “The library is the first free wireless access in our village, which is very popular with our patrons.”

Schroon Lake Public Library in Schroon Lake, NY (Essex County): As a result of the grant, the Friends of the Schroon Lake Public Library now allocate \$2,000 each year for computer and printer upgrades and maintenance, according to Director Jane Bouchard. This rural library serving 1,800 now has three computers, two of which resulted from the grant. They were also able to buy a projector.

Salina Free Library in Mattydale, NY (Onondaga County): The grant helped the Salina Free Library connect with its community in general and voters in particular. According to Director Jeannine Chubon, “The grant helped generate interest in the library’s technology program.” The library purchased three desktop computers and one laptop. Public access computing sessions jumped—now averaging 1,300 per month for this suburban community of 11,600. Chubon added, “We were able to build on that interest and increase our operating budget to allow for regular computer upgrades.” Educating voters about the need for up-to-date technology services led to a “yes” vote for long-term funding.

Right: Laptop users at The New York Public Library’s Grand Central Branch



PROGRAM CHALLENGES



Space Constraints

By far, the number one challenge described by *Opportunity Online Hardware Grant* participants in survey responses and during interviews was space. Seventy-four percent of survey respondents indicated that a lack of room for the new hardware was a major obstacle (see chart below).

Many libraries were built well before public access computing was available. In order to offer the technology services needed by communities, participating libraries in some instances have had to use areas once dedicated to quiet research and study for computers. Additionally, older libraries lack convenient accessibility to power and network cabling making hardware placement especially challenging. Cramped and cluttered equipment spaces have resulted.

To address these challenges, many participants creatively reconfigured their computer areas and furniture to accommodate the additional computer workstations. Libraries also decided to purchase space-saving laptops with wireless Internet access to be used at tables within the library instead of desktops. Some reported plans to build new facilities or expand existing buildings. Other participants explained that obtaining funding for new construction would be near impossible during these difficult economic times—even though it is needed now more than ever.

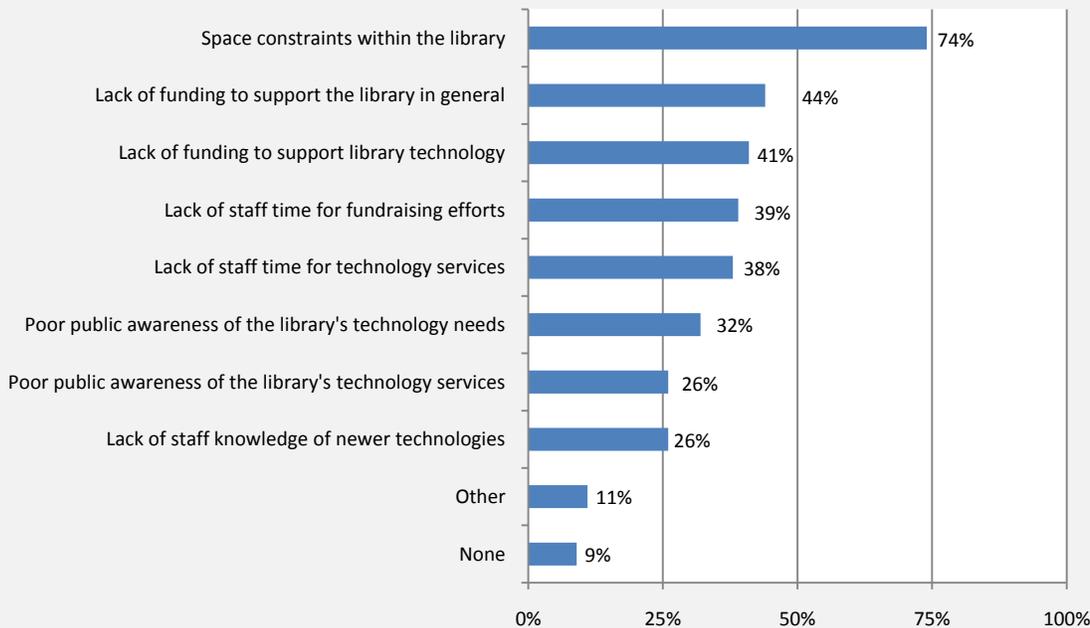


Above: Network cable “spaghetti” at a participating library

“Sometimes the challenges win, sometimes we do. There’s never enough time, space, or money... the trick is understanding what the community needs most, and trying hardest and first for that ...”

-Nancy Simerl, Manager, Sherburne Public Library in Sherburne, NY (Chenango County)

Challenges reported by *Opportunity Online Hardware Grant* participants



According to Director Alan Barrish, the biggest challenge facing the Ethelbert B. Crawford Library in Monticello, NY (Sullivan County) is space. Ten computers are kept locked up and can be checked out by patrons and used at library tables.

Lack of Funding and Time

"The advocacy training made me more aware of becoming more visible in the community. Our newly redesigned web page is fresh, intuitive, user-friendly, and really publicizes the many different computer applications one can access from the library's homepage."

-Janet Fine, Department Head of Circulation and Computer Services, Great Neck Library in Great Neck, NY (Nassau County)

Lack of funding and time are less common, but still prevalent challenges faced by participating libraries. Slightly less than half felt their library needed more general funding (44 percent) and technology funding (41 percent). Survey respondents also reported a lack of staff time for fundraising efforts (39 percent) and technology services (38 percent). By engaging trustees and "Friends of the Library" groups, many libraries were able to step up advocacy efforts and raise new money to overcome these challenges. Many mentioned *"Turning the Page"* as the inspiration for this work. Some libraries reported hiring part-time staff or recruiting volunteers to assist with expanded services. Computer reservation software has also helped to cut down on staff time.

Poor Public Awareness

Roughly one-third of survey respondents felt the public's understanding of library technology needs was lacking. Roughly one-quarter felt the public was unaware of the wide range of public access computing services available at the library. Many participants reported using a variety of methods to "get the word out" to address these issues. Libraries, for instance, sent press releases to local media outlets. Some created flyers for distribution at schools and with community groups. Some revamped their websites and posted better signage indoors and out. Others held fundraising events or took part in community programs where the library's technology needs and services could be communicated to the public.

Lack of Staff and Trustee Knowledge

As mentioned earlier, many smaller, rural libraries operate without technology support staff. Roughly one-quarter of survey respondents indicated that a lack of staff knowledge of newer technologies was a challenge for their library. Even with technology support, some staff members find learning to operate the new hardware to be a difficult task. Other staff members have resisted the change. To overcome these challenges, some libraries purchased training with grant funding to help staff and volunteers become proficient in using the new hardware and applications. Some turned to their library system to provide this training.

The need to improve trustee understanding of library technology was another challenge that often surfaced in survey responses and during interviews. Some reported that library boards did not view public access computing services as an essential part of the library's services. Others stated that trustees did not fully understand the need for hardware upgrades. Again, *"Turning the Page"* gave library staff several tools to educate their boards about technology. Many trustees also attended the training and gained this knowledge firsthand.

Inadequate Bandwidth

High speed Internet connections require sufficient bandwidth. Without adequate broadband access, connections are slow and users have difficulty completing online tasks. With increased library computer use, some participants reported that they had insufficient bandwidth to fully accommodate all workstations. Many others stated they anticipate that the library's broadband services will become insufficient in the near future, with complex applications such as gaming and video becoming more popular. Some participating libraries are looking into expanding their broadband access to meet growing demands, though this can be a costly endeavor.

According to Technology Coordinator Tony Drew and Regional Branch Manager Tom Fortin, the Queens Borough Public Library needs enhanced broadband, "whether in the public view or not." Broadband monitoring tools and network equipment are required to make "public use of computers efficient."

Many of these challenges were also reflected in the national “2009-2010 Public Library Funding & Technology Access Study” (see also the 2007 results on page 2). Grant participants were required to complete this project’s survey. The four major challenge areas identified in the 2009-2010 study were as follows:

- **Cost:** Eighty percent of respondents reported that cost-related factors were a significant challenge in maintaining and enhancing their library’s public access computing services.
- **Buildings:** Libraries are increasingly lacking the electrical outlets, network cabling, and space to accommodate more computer workstations.
- **Staff:** Respondents reported inadequate library staffing for e-government and employment assistance, and technology support in general. Almost half of rural library directors are responsible for maintaining the library’s technology services.
- **Reduced Hours:** Fifteen percent of libraries have had to reduce the number of hours that they are open. Urban libraries, in particular, have cut back (twenty-four percent).

(From http://www.ala.org/ala/research/initiatives/plftas/2009_2010/summary0910.pdf)

Final Thoughts and Recommendations

As evidenced in this report, the *Opportunity Online Hardware Grant* has positively impacted participating libraries and communities across New York State. Smaller, rural libraries were especially helped by the grant. Director Shelly Stanton of the Hannibal Free Library in Hannibal, NY (Oswego County) summarized this well when she stated, “The grant has been a tremendous benefit for our library. We are a small library, in a small town with very limited funding, so the grant has helped our library expand our technological services in ways that we would not have been able to do on our own.”

However, this work is far from complete. Technology will continue to advance, and community needs for free, up-to-date technology services will continue to grow. Most everything today is online, from job applications to tax forms. The New York State Department of Taxation and Finance, for instance, no longer mails tax forms to individuals—many without computers turn to their public library as the only local source for this information.

The growing need for technology services has been shown in another recent report, “*Opportunity for All: How the American Public Benefits from Internet Access at U.S. Libraries*,” developed by the University of Washington Information School and funded by the Bill & Melinda Gates Foundation and the Institute of Museum and Library Services. More than 3,300 New York residents took part in the national survey. The following were the major New York State findings:

- **Eighty-six percent of respondents reported using online library services.** Forty percent of these people indicated that they accessed these services one or more times per week.
- **Sixty-nine percent reported using a computer in a library to access the Internet.** Forty-six percent of these people indicated that they had done so one or more times per week.
- **Top computer uses include social networking, health, employment, and education.** Respondents also use library computers for e-government, civic engagement, e-commerce, and entrepreneurship activities. Roughly two-thirds reported using computers for someone other than themselves, such as family and friends.
- **Seventy percent of respondents who used library technology services reported that they obtained assistance from library staff or volunteers.** Most commonly, respondents received help in operating computer equipment and navigating the library’s website.

“Due to our rural location, we are having difficulty locating and paying for ongoing tech support. I have been in communication with nearby libraries, but have not secured a viable plan for this kind of support that is not cost prohibitive. Each year as we add computers the need for technical support becomes more and more evident, but the solution eludes us!”

*-Mary Zangerle, Director,
Lee-Whedon Memorial Library
in Medina, NY
(Orleans County)*



Above: Lee-Whedon Memorial Library exterior

- Sixty-five percent felt public access computing services are important or very important for themselves. Even more (86 percent) felt that these services are important or very important to have available for others in their community.

(Full report at http://impact.ischool.washington.edu/documents/OPP4ALL_FinalReport.pdf)

Marcia Middleton,
 Director of Albany Public
 Library's IT Services,
 suggested the Bill &
 Melinda Gates
 Foundation use its
 influence to raise public
 awareness and provide
 assistance to libraries
 struggling to meet
 broadband demands. T1
 broadband service is
 inadequate. The
 Foundation "should
 ensure fiber optic
 becomes a viable and
 available choice."

To conclude, the
 Opportunity Online
 Hardware Grant was very
 successful in helping
 libraries take a giant step
 forward in providing the
 technology services
 needed by their
 communities.

Increasing technology needs bring ongoing challenges. Though this report has shown that participating libraries and communities are in a much better place thanks to the *Opportunity Online Hardware Grant*, many still face obstacles in providing technology services that meet demands. Participants were asked to provide recommendations for how the Bill & Melinda Gates Foundation, New York State Library, library systems, state and local governments, and others could continue to assist them in providing these essential services. Their suggestions were as follows:

- **Training for Staff and Trustees:** With technology ever-changing, participants stated that they continue to need information about the latest hardware and applications to effectively plan upgrades and assist users. Many trustees still lack an understanding of the importance of technology services and need to embrace their role as advocates.
- **Technical Support:** Smaller, rural libraries, in particular, need more technical support. Some participants feel they have very few options when a computer breaks down. Without the necessary expertise on staff or the money to pay for outside help, some libraries find technology troubleshooting and maintenance to be a big challenge. Many library systems offer this kind of assistance, but due to funding cuts in the state's budget, systems are struggling as well.
- **Funding for Construction:** The estimated construction needs for public libraries in New York State total more than \$2.5 billion. While the state government has allocated \$14 million in capital funds annually for library construction in recent years, this is only a small fraction of what is needed. Libraries require new and expanded facilities for a variety of reasons, but room for public access computing equipment is among the top.
- **High Speed Broadband Services:** With computer use increasing and gaming and videos becoming more popular, bandwidth at many participating libraries is fast becoming inadequate. The *New York State Education Department's Statewide Educational Technology Plan*, the *New York State Library's Broadband Sustainability Plan for New York Libraries*, and the *New York State Office for Technology's New York State Universal Strategic Roadmap* all address broadband issues and include strategies to improve inadequate broadband connectivity. Additionally, there are currently several initiatives providing targeted funds for broadband services to libraries: (1) the *OFT Universal Access Grant Program*; (2) the *Bill & Melinda Gates Foundation Opportunity Online Grant Program*; and (3) the federal *Broadband Technology Opportunities Program: New York Computer Centers: broadbandexpress@yourlibrary*. While these initiatives are a great start, they do not meet the vast broadband needs of libraries across the state.
- **Large Scale Advocacy:** Lastly, some participants felt the Bill & Melinda Gates Foundation could use its influence to promote public libraries through major media outlets and with federal, state, and local decision makers. Large marketing campaigns are beyond the scope of many libraries' tight budgets, but some felt this approach could be very effective in raising awareness.

To conclude, the *Opportunity Online Hardware Grant* was very successful in helping libraries take a giant step forward in providing the technology services needed by their communities. Participants were grateful and often ended surveys and interviews with a "thank you" to the Bill & Melinda Gates for their generous support. Director Linda Voorhees of the Cape Vincent Community Library in Cape Vincent, NY (Jefferson County) summed up the overwhelming appreciation of grant participants with these words: "Thanks to the Gates Foundation for everything! The grant has been a lifesaver in our library."

Appendix

Participating Library Systems and Libraries

Brooklyn Public Library

BAY RIDGE BRANCH
BOROUGH PARK BRANCH
BROWER PARK BRANCH
BUSHWICK BRANCH
CANARSIE BRANCH
CARROLL GARDENS BRANCH
CLARENDON BRANCH
CLINTON HILL BRANCH
CONEY ISLAND BRANCH
CORTEYOU BRANCH
CROWN HEIGHTS BRANCH
CYPRESS HILLS BRANCH
DEKALB BRANCH
DYKER BRANCH
EAST FLATBUSH BRANCH
EASTERN PARKWAY BRANCH
FLATBUSH BRANCH
FLATLANDS BRANCH
FORT HAMILTON BRANCH
GERRITSON BEACH BRANCH
GRAVESEND BRANCH
GREENPOINT BRANCH
HIGHLAWN BRANCH
HOMECREST BRANCH
JAMAICA BAY BRANCH
KENSINGTON BRANCH
KINGS BAY BRANCH
KINGS HIGHWAY BRANCH
LEONARD BRANCH
MACON BRANCH
MAPLETON BRANCH
MARCY BRANCH
MCKINLEY PARK BRANCH
NEW UTRECHT BRANCH
PACIFIC BRANCH
PAERDEGAT BRANCH
PARK SLOPE BRANCH
RED HOOK BRANCH
RYDER BRANCH
SARATOGA BRANCH
SHEEPSHEAD BAY BRANCH
SPRING CREEK BRANCH
STONE AVENUE BRANCH
SUNSET PARK BRANCH
ULMER PARK BRANCH
WALT WHITMAN BRANCH
WASHINGTON IRVING BRANCH
WILLIAMSBURGH BRANCH
WINDSOR TERRACE BRANCH

Buffalo & Erie County Public Library

AMHERST MAIN LIBRARY AT AUDUBON
ANGOLA PUBLIC LIBRARY
ANNA M. REINSTEIN MEMORIAL LIBRARY
CITY OF TONAWANDA PUBLIC LIBRARY
EGGERTSVILLE-SNYDER LIBRARY
JULIA BOYER REINSTEIN LIBRARY
TOWN OF COLLINS PUBLIC LIBRARY



TOWN OF TONAWANDA PUBLIC LIBRARY:

KENILWORTH BRANCH
KENMORE BRANCH
WEST SENECA PUBLIC LIBRARY
WILLIAMSVILLE LIBRARY

Chautauqua-Cattaraugus Library System

AHIRA HALL MEMORIAL LIBRARY
ALLEGANY PUBLIC LIBRARY
ANDERSON-LEE LIBRARY
ASHVILLE FREE LIBRARY
BEMUS POINT PUBLIC LIBRARY
BLOUNT LIBRARY
CATTARAUGUS FREE LIBRARY
CLYMER-FRENCH CREEK FREE LIBRARY
DARWIN R. BARKER LIBRARY ASSOCIATION
DUNKIRK FREE LIBRARY
FALCONER PUBLIC LIBRARY
FLUVANNA FREE LIBRARY
GOWANDA FREE LIBRARY
HAZELTINE PUBLIC LIBRARY
JAMES PRENDERGAST LIBRARY ASSOCIATION
KENNEDY FREE LIBRARY
LAKEWOOD MEMORIAL LIBRARY
MARY E. SEYMOUR MEMORIAL FREE LIBRARY:
CASSADAGA BRANCH
MAYVILLE LIBRARY
MEMORIAL LIBRARY OF LITTLE VALLEY
MYERS MEMORIAL LIBRARY
OLEAN PUBLIC LIBRARY
PATTERSON LIBRARY
PORTVILLE FREE LIBRARY
RIPLEY FREE LIBRARY

SENECA NATION LIBRARY:

ALLEGANY BRANCH
CATTARAUGUS BRANCH
SINCLAIRVILLE FREE LIBRARY
SMITH MEMORIAL LIBRARY

Clinton Essex Franklin Library System

AKWESASNE CULTURAL CENTER
AUSABLE FORKS FREE LIBRARY
CHAMPLAIN MEMORIAL LIBRARY
CHATEAUGAY MEMORIAL LIBRARY
CHAZY PUBLIC LIBRARY
DANNEMORA FREE LIBRARY
DODGE LIBRARY OF WEST CHAZY
DODGE MEMORIAL LIBRARY
ELIZABETHTOWN LIBRARY ASSOCIATION
ELLENBURG SARAH A. MUNSIL FREE LIBRARY
HAMMOND LIBRARY OF CROWN POINT
KEESEVILLE FREE LIBRARY
MOOERS FREE LIBRARY
PERU FREE LIBRARY
PLATTSBURGH PUBLIC LIBRARY
SARANAC LAKE FREE LIBRARY
SCHROON LAKE PUBLIC LIBRARY
SHERMAN FREE LIBRARY
TUPPER LAKE PUBLIC LIBRARY
WADHAMS FREE LIBRARY
WEAD LIBRARY
WESTPORT LIBRARY ASSOCIATION
WILMINGTON E.M. COOPER MEMORIAL PUBLIC LIBRARY

Finger Lakes Library System

BERKSHIRE FREE LIBRARY
 COBURN FREE LIBRARY
 CORTLAND FREE LIBRARY
 EDITH B. FORD MEMORIAL LIBRARY
 GEORGE P. & SUSAN PLATT CADY LIBRARY
 GROTON PUBLIC LIBRARY
 KELLOGG FREE LIBRARY
 LAMONT MEMORIAL FREE LIBRARY
 LODI WHITTIER LIBRARY
 NEWFIELD PUBLIC LIBRARY
 PECK MEMORIAL LIBRARY
 PHILLIPS FREE LIBRARY
 SENECA FALLS LIBRARY
 SEYMOUR PUBLIC LIBRARY DISTRICT
 SPRINGPORT FREE LIBRARY
 STEWART B. LANG MEMORIAL LIBRARY
 THE SOUTHWORTH LIBRARY ASSOCIATION
 VILLAGE OF FAIR HAVEN PUBLIC LIBRARY
 WATERLOO LIBRARY AND HISTORICAL SOCIETY
 WAVERLY FREE LIBRARY
 WEEDSPORT FREE LIBRARY

Four County Library System

AFTON FREE LIBRARY
 ANDES PUBLIC LIBRARY
 BOVINA PUBLIC LIBRARY
 CANNON FREE LIBRARY
 CHERRY VALLEY MEMORIAL LIBRARY
 FAIRVIEW PUBLIC LIBRARY
 FRANKLIN FREE LIBRARY
 GEORGE F. JOHNSON MEMORIAL LIBRARY
 GILBERTSVILLE FREE LIBRARY
 HARRIS MEMORIAL LIBRARY
 KINNEY MEMORIAL LIBRARY
 LISLE FREE LIBRARY
 LOUISE ADELIA READ MEMORIAL LIBRARY
 MILFORD FREE LIBRARY
 MOORE MEMORIAL LIBRARY
 NINEVEH PUBLIC LIBRARY
 OXFORD MEMORIAL LIBRARY
 RICHFIELD SPRINGS PUBLIC LIBRARY
 SHERBURNE PUBLIC LIBRARY
 SIDNEY MEMORIAL PUBLIC LIBRARY:
 MASONVILLE BRANCH
 SIDNEY CENTER BRANCH
 SKENE MEMORIAL LIBRARY
 SMYRNA PUBLIC LIBRARY
 SOUTH NEW BERLIN FREE LIBRARY
 SPRINGFIELD LIBRARY ASSOCIATION
 STAMFORD VILLAGE LIBRARY
 UNADILLA PUBLIC LIBRARY
 WILLIAM B. OGDEN FREE LIBRARY
 WORCESTER FREE LIBRARY
 YOUR HOME PUBLIC LIBRARY

Mid-Hudson Library System

CAIRO PUBLIC LIBRARY
 CATSKILL PUBLIC LIBRARY
 CLAVERACK LIBRARY
 D.R. EVARTS LIBRARY
 HEERMANCE MEMORIAL LIBRARY
 HOWLAND PUBLIC LIBRARY
 HUDSON AREA ASSOCIATION LIBRARY
 HUNTER PUBLIC LIBRARY
 HURLEY LIBRARY
 KINGSTON LIBRARY
 LIVINGSTON FREE LIBRARY
 MAHOPAC PUBLIC LIBRARY
 NEW LEBANON LIBRARY
 NORTHEAST-MILLERTON LIBRARY
 PHILMONT PUBLIC
 PLATTEKILL LIBRARY
 POUGHKEEPSIE PUBLIC LIBRARY DISTRICT:
 ADRIANCE BRANCH

ARLINGTON BRANCH
 ROSENDALE LIBRARY
 STONE RIDGE PUBLIC LIBRARY
 TOWN OF ULSTER PUBLIC LIBRARY
 VALATIE FREE LIBRARY
 WINDHAM PUBLIC LIBRARY
 WOODSTOCK PUBLIC LIBRARY

Mid-York Library System

BRIDGEWATER FREE LIBRARY
 C. W. CLARK MEMORIAL LIBRARY
 CAMDEN LIBRARY ASSOCIATION
 CANASTOTA PUBLIC LIBRARY
 DEANSBORO PUBLIC LIBRARY
 DERUYTER FREE LIBRARY
 DIDYMUS THOMAS LIBRARY
 DOLGEVILLE-MANHEIM PUBLIC LIBRARY
 DUNHAM PUBLIC LIBRARY
 FRANK J. BASLOE LIBRARY
 FRANKFORT FREE LIBRARY
 HAMILTON PUBLIC LIBRARY
 ILION FREE PUBLIC LIBRARY
 JERVIS PUBLIC LIBRARY
 JORDANVILLE PUBLIC LIBRARY
 LITTLE FALLS PUBLIC LIBRARY
 MIDDLEVILLE FREE LIBRARY
 NEW YORK MILLS PUBLIC LIBRARY
 OLD FORGE LIBRARY
 ONEIDA PUBLIC LIBRARY
 UTICA PUBLIC LIBRARY
 WELLER LIBRARY

Mohawk Valley Library System

AMSTERDAM FREE LIBRARY
 CANAJOHARIE LIBRARY AND ART GALLERY
 FORT PLAIN FREE LIBRARY
 GLOVERSVILLE PUBLIC LIBRARY
 JOHNSTOWN PUBLIC LIBRARY
 MARGARET REANEY MEMORIAL LIBRARY
 MIDDLEBURGH LIBRARY
 SCHENECTADY COUNTY PUBLIC LIBRARY:
 CENTRAL LIBRARY
 DUANE BRANCH
 HAMILTON HILL BRANCH
 MONT PLEASANT BRANCH
 WOODLAWN BRANCH
 SCHOHARIE FREE LIBRARY
 SHARON SPRINGS FREE LIBRARY
 THE COMMUNITY LIBRARY (COBLESKILL)

Monroe County Library System

ROCHESTER PUBLIC LIBRARY:
 ARNETT BRANCH
 LINCOLN BRANCH
 LYELL BRANCH
 MAPLEWOOD BRANCH
 SULLY BRANCH
 WHEATLEY BRANCH

Nassau Library System

GREAT NECK PUBLIC LIBRARY:
 LAKEVILLE BRANCH
 PARKVILLE BRANCH
 STATION BRANCH
 ISLAND TREES PUBLIC LIBRARY
 SHELTER ROCK PUBLIC LIBRARY

Nioga Library System

BARKER FREE LIBRARY
 LEE-WHEDON MEMORIAL LIBRARY
 LOCKPORT PUBLIC LIBRARY
 SWAN LIBRARY

North Country Library System

ADAMS CENTER FREE LIBRARY

ADAMS FREE LIBRARY
 ANNIE PORTER AINSWORTH LIBRARY
 BEAVER FALLS LIBRARY
 BODMAN MEMORIAL LIBRARY
 CANTON FREE LIBRARY:
 MORLEY BRANCH
 RENSSELAER FALLS BRANCH
 CAPE VINCENT COMMUNITY LIBRARY
 CARTHAGE FREE LIBRARY
 CLIFTON COMMUNITY LIBRARY
 COGSWELL FREE LIBRARY
 CONSTABLEVILLE LIBRARY
 CROGHAN FREE LIBRARY
 CROSBY PUBLIC LIBRARY
 DEXTER FREE LIBRARY
 EAST HOUNSFIELD FREE LIBRARY
 EVANS MILLS PUBLIC LIBRARY
 FULTON PUBLIC LIBRARY:
 DAVID E. VAYNER BRANCH
 HAMMOND FREE LIBRARY
 HANNIBAL FREE LIBRARY
 HARRISVILLE FREE LIBRARY
 HENDERSON FREE LIBRARY
 HEPBURN LIBRARY OF COLTON
 HEPBURN LIBRARY OF LISBON
 HEPBURN LIBRARY OF MADRID
 HEPBURN LIBRARY OF NORFOLK
 HEPBURN LIBRARY OF WADDINGTON
 HEUVELTON FREE LIBRARY
 LOWVILLE FREE LIBRARY
 LYONS FALLS LIBRARY
 MACSHERRY LIBRARY
 MANNSVILLE FREE LIBRARY
 MASSENA PUBLIC LIBRARY
 MEXICO PUBLIC LIBRARY
 NORWOOD LIBRARY
 OGDENSBURG PUBLIC LIBRARY
 ORLEANS PUBLIC LIBRARY
 OSWEGO SCHOOL DISTRICT PUBLIC LIBRARY
 PHILOMATHEAN FREE LIBRARY
 PORT LEYDEN COMMUNITY LIBRARY
 POTSDAM PUBLIC LIBRARY
 PULASKI PUBLIC LIBRARY
 READING ROOM ASSOCIATION OF
 GOUVERNEUR
 RICHVILLE FREE LIBRARY
 RODMAN PUBLIC LIBRARY
 ROSWELL P. FLOWER LIBRARY
 RUSSELL PUBLIC LIBRARY
 SALLY PLOOF HUNTER MEMORIAL LIBRARY
 THERESA FREE LIBRARY
 WILLIAM H. BUSH MEMORIAL LIBRARY
 WILLIAMSTOWN LIBRARY

Onondaga County Public Library

EAST SYRACUSE FREE LIBRARY
 NORTHERN ONONDAGA PUBLIC LIBRARY:
 NORTH SYRACUSE BRANCH
 ONONDAGA COUNTY PUBLIC LIBRARY:
 PAINE BRANCH
 SALINA FREE LIBRARY
 SOLVAY PUBLIC LIBRARY

Pioneer Library System

ARCADE FREE LIBRARY
 BELL MEMORIAL LIBRARY
 CLYDE-SAVANNAH LIBRARY
 CORDELIA A. GREENE LIBRARY
 DANVILLE PUBLIC LIBRARY
 EAGLE FREE LIBRARY
 GENEVA PUBLIC LIBRARY
 MOUNT MORRIS LIBRARY
 NEWARK PUBLIC LIBRARY
 PERRY PUBLIC LIBRARY
 PIKE LIBRARY

RED CREEK FREE LIBRARY
RED JACKET COMMUNITY LIBRARY
SODUS FREE LIBRARY

Queens Borough Public Library

AUBURNDALE BRANCH
EAST FLUSHING BRANCH
GLENDALE BRANCH
HOLLIS BRANCH
HOWARD BEACH BRANCH
KEW GARDENS HILLS BRANCH
LEFFERTS BRANCH
MASPETH BRANCH
MIDDLE VILLAGE BRANCH
NORTH FOREST PARK BRANCH
OZONE PARK BRANCH
POMONOK BRANCH
QUEENS VILLAGE BRANCH
RICHMOND HILL BRANCH
ROCHDALE VILLAGE BRANCH
SEASIDE BRANCH
SOUTH OZONE PARK BRANCH
ST. ALBANS BRANCH
WINDSOR PARK BRANCH

Ramapo Catskill Library System

CRA GSMOOR FREE LIBRARY
DANIEL PIERCE LIBRARY
ELLENVILLE PUBLIC LIBRARY & MUSEUM
ETHELBERT B. CRAWFORD PUBLIC LIBRARY
FALLSBURG LIBRARY
HAVERSTRAW KING'S DAUGHTERS PUBLIC LIBRARY:
 ROSMAN CENTER BRANCH
 VILLAGE BRANCH
LIBERTY PUBLIC LIBRARY
LIVINGSTON MANOR FREE LIBRARY
MONROE FREE LIBRARY
PORT JERVIS FREE LIBRARY
ROSCOE FREE LIBRARY
WALKKILL PUBLIC LIBRARY
WESTERN SULLIVAN PUBLIC LIBRARY:
 DELAWARE FREE BRANCH
 JEFFERSONVILLE BRANCH

Southern Adirondack Library System

CAMBRIDGE PUBLIC LIBRARY
CORINTH FREE LIBRARY
CRANDALL PUBLIC LIBRARY
FORT EDWARD FREE LIBRARY
LAKE PLEASANT PUBLIC
RAQUETTE LAKE FREE LIBRARY
RICHARDS LIBRARY
STONY CREEK FREE LIBRARY
TOWN OF JOHNSBURG LIBRARY
WATERFORD PUBLIC LIBRARY
WHITEHALL FREE LIBRARY

Southern Tier Library System

20TH CENTURY CLUB LIBRARY
ADDISON LIBRARY
ALFRED BOX OF BOOKS LIBRARY
ANDOVER FREE LIBRARY
BELFAST PUBLIC LIBRARY
BELMONT LITERARY & HISTORICAL SOCIETY
 FREE LIBRARY
BOLIVAR FREE LIBRARY
CHEMUNG COUNTY LIBRARY DISTRICT:
 HORSEHEADS FREE LIBRARY
 STEELE MEMORIAL LIBRARY
 WEST ELMIRA LIBRARY
COHOCTON PUBLIC LIBRARY
COLONIAL LIBRARY
DAVID A HOWE PUBLIC LIBRARY
DORMANN LIBRARY

DUTTON S PETERSON MEMORIAL LIBRARY
E.J. COTTRELL LIBRARY
ESSENTIAL CLUB FREE LIBRARY
FRED AND HARRIET TAYLOR MEMORIAL
 LIBRARY
FRIENDSHIP FREE LIBRARY
HOWARD PUBLIC LIBRARY
MODESTE BEDIENT MEMORIAL LIBRARY
PENN YAN PUBLIC LIBRARY
PRATTSBURGH FREE LIBRARY
PULTENEY FREE LIBRARY
RUSHFORD FREE LIBRARY
SAVONA FREE LIBRARY
SCIO FREE LIBRARY
SOUTHEAST STEUBEN COUNTY LIBRARY
WATKINS GLEN FREE PUB LIBRARY
WAYLAND FREE LIBRARY
WHITESVILLE PUBLIC LIBRARY
WIDE AWAKE CLUB LIBRARY
WIMODAUGHSIAN FREE LIBRARY

Suffolk Cooperative Library System

BAY SHORE-BRIGHTWATERS PUBLIC LIBRARY
WEST BABYLON PUBLIC LIBRARY

The New York Public Library

58TH STREET BRANCH
67TH STREET BRANCH
BAYCHESTER REGIONAL BRANCH
DONNELL LIBRARY CENTER BRANCH
MORNINGSIDE HEIGHTS BRANCH
MOSHOLU BRANCH
PELHAM BAY BRANCH
ROOSEVELT ISLAND BRANCH
SOUTH BEACH BRANCH
TERENCE CARDINAL COOKE-CATHEDRAL
 BRANCH
THROG'S NECK BRANCH
WEBSTER BRANCH
WOODLAWN HEIGHTS BRANCH
YORKVILLE BRANCH

Upper Hudson Library System

ALBANY PUBLIC LIBRARY:
 DELAWARE BRANCH
 HOWE BRANCH
 NEW SCOTLAND BRANCH
 PINE HILLS BRANCH
BERLIN FREE TOWN LIBRARY
COHOES PUBLIC LIBRARY
PETERSBURG PUBLIC LIBRARY
RENSSELAER CITY LIBRARY
TROY PUBLIC LIBRARY:
 LANSINGBURG BRANCH
 SYCAWAY BRANCH
WILLIAM K. SANFORD TOWN LIBRARY

Westchester Library System

NEW ROCHELLE PUBLIC LIBRARY



Above: Children using computers at the Mount Morris Library, an Opportunity Online Hardware Grant participant

"You have no idea how much these new computers have meant to us. Staff and patrons are so thrilled to have them. We never could have purchased as many computers and peripherals on our own . . ."

-Sue Seamans, Director, Falconer Public Library in Falconer, NY (Chautauqua County)

"The grant has allowed us to provide additional computers to urban residents who have no other source of connecting to the Internet or to technology. The computers have been used to help people find jobs, to help children learn to read, to help teens complete school projects, and much, much more."

-Patricia Uttaro, Director, Monroe County Library System and Rochester Public Library in Rochester, NY (Monroe County)

"Patrons are fully utilizing the public access computers and are appreciative. . ."

-Frank McKenna, Director, Island Trees Public Library in Island Trees, NY (Nassau County)

"With each branch library [of The New York Public Library] receiving tens of thousands of visitors each month, demand for the public access computers is high. Wait times for computers at branch libraries are common. The computers and laptops purchased through the grant will allow the patrons to enjoy easier access. . ."

-Yvonne Hoeft, Assistant Director, Foundations and Government Grants, The New York Public Library (Boroughs of Manhattan, Bronx, and Staten Island)

"The grant has allowed us to keep our public computers up to date. . . Our library patrons are very appreciative of the computer services that we offer. Our regular users can't afford their own computers, can't afford to hook up to the Internet. . ."

-Rebecca Fasulo, Director, Corinth Free Library in Corinth, NY (Saratoga County)

"The grant has allowed the library to offer additional and updated computers for the public to access the Internet, and therefore, obtain information needed to achieve personal, professional, and educational goals."

-Jim Ballou, Computer Services Coordinator, West Babylon Public Library in West Babylon, NY (Suffolk County)

"Without the grant, we would never have been able to buy new computers. The public is very grateful. There's not a day that goes by that people aren't waiting for computers. Contrary to popular belief, not everyone has a computer in their home."

-Carol Bezkorowajny, Head of Automation, Circulation, and Technology Services, Monroe Free Library in Monroe, NY (Orange County)

"The grant has allowed more patrons greater access to the Internet and all that entails... We have noticed a particular upsurge in job hunting and job applications. . . With the added computers, we can allow more time for these important uses."

-Ginger Hewitt, Interim Director, Cohoes Public Library in Cohoes, NY (Albany County)