Wireless and Libraries: 2003 - 2004

South Central Regional Library Council
State of New York
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ARNOLD
Information
Technology

What We'll Cover

- **Devices and demographics**
- **Impact of wireless on space planning**
- **Planning for next-generation content**
- **Portals: 2003 - 2004**
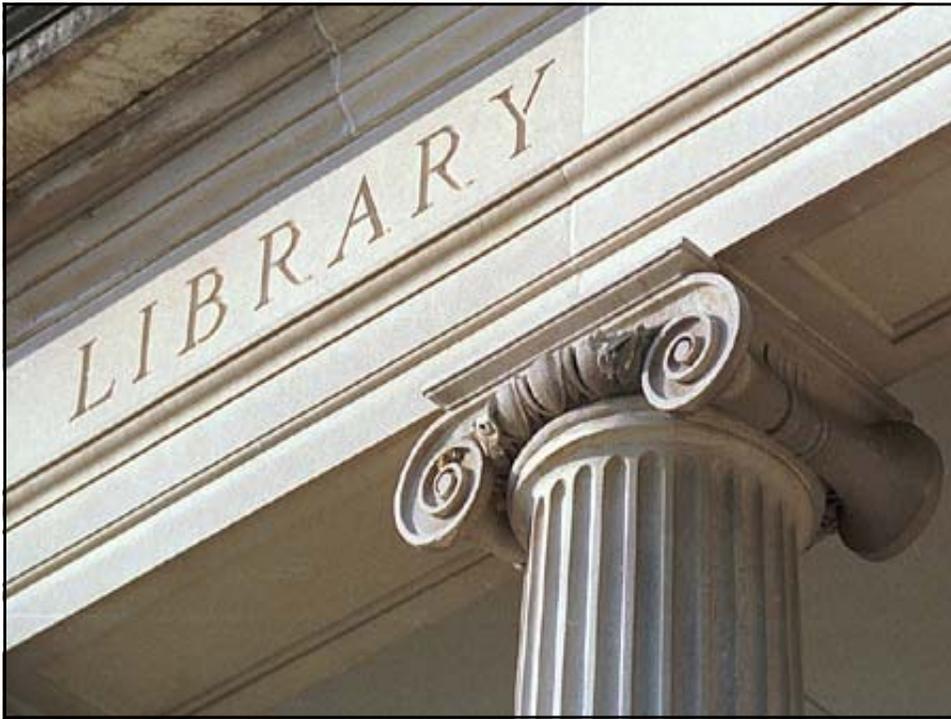
Next Level…Bunny Flies

Our Understanding of the Issue

- **Usability—essential**
- **Flexibility—a necessity**
- **Integration with existing business processes as required—a must**
- **Technology—stable**
- **Results . . . easy-to-see, on time, and on budget with available resources**

A Definition… In the Beginning

A portal is an originating Web site with search engine capabilities

Portals and Views

How Many Types of Portals?

✓ **Public portal -- Yahoo!**

✓ **Library portal – Lib. of Congress**

✓ **Personal portal -- Nokia MMS mobile phones**

Today… Portal Is Much More

- ✓ Information searching
- ✓ Information dissemination
- ✓ Collaboration (bringing people together)
- ✓ Service integration

What Is a "Portal"?

- **A doorway page that allows a user to *access* static information**

Library of Congress

Firstgov.gov

Dynamic HTML … Information Aggregation

User name and password

A Doorway to Data… Updates Automatically

GE Capital

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Views = Portlets

- **An Integrated view of enterprise applications**
- **Personalized views for users**
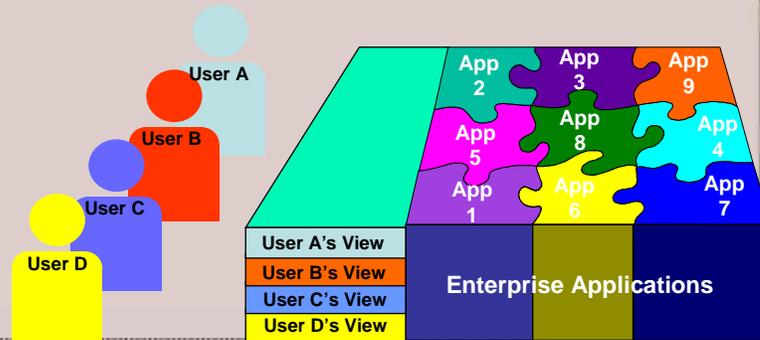
User A

User B

User C

User D

| User A's View |
| User B's View |
| User C's View |
| User D's View |

App 2 · App 3 · App 9 · App 5 · App 8 · App 4 · App 1 · App 6 · App 7

Enterprise Applications

Tab to Other Portlets

Portlet

Portlet

Multiple Technology Forces

Continued and rapid improvement in price / performance
- *Moore's Law*
- *Declining costs of bandwidth*

Pervasive adoption of (internet based standards and protocols XML, WSDL, UDDI, etc.
Open platforms such as Linux
Programming standards – Java, Enterprise Java Beans, Wintel architecture

Convergence of previously stand-alone technologies and infrastructure
Voice / data / video
Communications / computing

Large and increasing base of "connected" technology infrastructure
- *Increasing number of internet users*
- *Broadband access*
- *Mobile wireless*

Source: NASSCOM-McKinsey report, 2001

Here to There

In Closing...

Wrap Up

Lessons from 2002 …

❶ Technology: 15 percent of the first year cost
❷ Search touches upon business process issues, not a vacuum
❸ Standards support essential
❹ Low cost = limited functionality
❺ Implementing search and retrieval requires more time and people to do right than expected
❻ Integration with existing library applications not flawless, easy, or fast…

Arnold Information Technology

- **Independent for 12 years**
- **Booz, Allen; Bell+Howell; Ziff Communications--Participated in the development ABI/INFORM, Business Dateline, General Business File, and Health Reference Center**
- **Provides technology assessment and information engineering services**
- **Recent projects:**
  – Wireless strategy for one of the "world's largest software company"
  – One of the founders of the Point Internet service ("Top 5% of the 'Net), sold to Lycos in 1995
  – U.S. government projects (First Gov, OCSC, House of Representatives)

Arnold Information Technology

- **US West's online yellow pages strategy**
- **Six books, more than 40 articles. New book in 2003, *Knowledge Management Sense and Non-Sense* (Infonortics, Ltd. Tetbury, U.K.)**
- **ASIS Distinguished Lectureship / Thomson Online Best Paper Award**
- **Professional services on offer…**
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