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Wireless and Libraries: 2003 - 2004

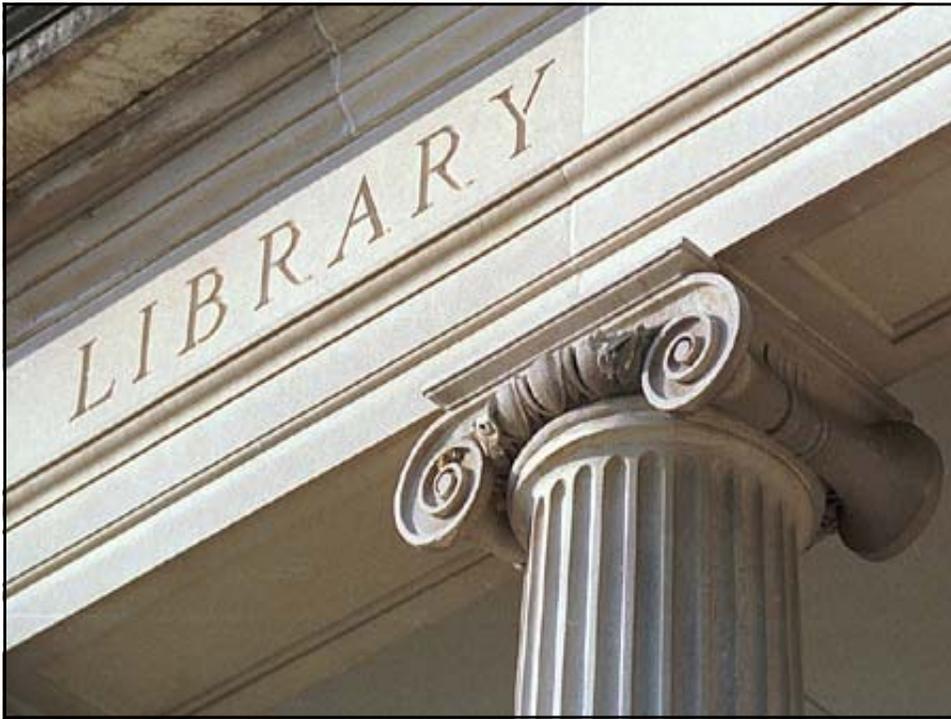
South Central Regional Library Council
State of New York
December 20, 2002

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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

A photograph of a large, red inflatable bunny flying through the air. The bunny is wearing a blue harness and is holding a circular object, possibly a propeller or a fan. The background is a clear blue sky. The image is framed within a presentation slide that has a light beige background and a blue circular icon in the top left corner. At the bottom left of the slide, there are three horizontal lines in blue, red, and yellow.

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

The screenshot shows the Library of Congress website homepage. At the top, it says "The Library of Congress" with a search bar. Below that, it says "Get It Online... Words, Pictures & Sound" and "More than a history". There are several navigation links: "American Memory", "Global Gateway", "America's Library", "THOMAS", "Exhibitions", and "Video Guide". A "More Online Collections" link is also present. The main content area is divided into four columns: "Find It...", "Especially for...", "Information & Services", and "News & Events". Each column contains a list of links to various services and resources. At the bottom, there are links for "The Library of Congress", "Contact Us", and "Please Read Our Legal Notices".

Firstgov.gov

The screenshot shows the Firstgov.gov website homepage. At the top, it says "FIRSTGOV" and "The Official Government Gateway for: Citizens, Business, Government". There is a search bar and a "Welcome from President Gahby" message. The main content area is divided into three columns: "Citizens", "Business", and "Government". Each column contains a list of links to various services and resources. At the bottom, there are links for "Privacy & Security", "FBI", "Contact Us", "Support & Help", and "Site Map".

Dynamic HTML ... Information Aggregation

User name and password

Sign In to Yahoo!

User Name:

Password:

[Need help with this?](#)

A Doorway to Data... Updates Automatically

YAHOO! Welcome, stephen w | Yahoo! Account Info | Help | Sign Out

stocks

My Front Page [New Page](#) Monday, Sep 22

[Change Colors](#) [Change Content](#) [Change Layout](#) [Add/Update Pages](#) [\[Link Info\]](#)

[Go FSC, TRS, AS, In-Cash, Buy, Sell](#)

Message Center [\[X\]](#) [\[X\]](#) [\[X\]](#)

Check Email [\[X\]](#) [\[X\]](#) [\[X\]](#) [\[X\]](#)

Check Calendar

Yahoo! Day/Date - Move your money online for free

Portfolios [\[X\]](#) [\[X\]](#) [\[X\]](#)

Stocks	Buy
GOOG	766.02 +6.51
MSFT	121.09 +0.01
IBM	89.22 -0.07
DISC	94.00 -0.14
GOOGL	400.07 +0.00
MSFTG	121.09 +0.04
IBMUS	89.00 +0.00
GOOGL	390.13 -0.01

My Front Page Headlines Sep 22 9:05am [\[X\]](#) [\[X\]](#)

[Tech Stocks Rise from Investor Interest Report](#) Sep 22 8:45pm

- [Heron Sets Top List of Workday Time Events](#)
- [Government With Key Shows Job Prospects](#)
- [Assistant Attorneys General R.C. Finkelstein](#)
- [U.S. Federal Authority of Internet Route](#)
- [U.S. From 'Dumb East' Internet Drop Traffic](#)
- [Computer Recovery Rise as Tech Spending Slows](#)
- [Almost 20 Percent of Dow-Chester Start This Week](#)
- [Cable 'Under Fire' - 1 \(Page 2\)](#)

Interest Sep 22 7:45pm

- [Wall St. Watch Ahead - Stocks seem set to lower in busy week](#)
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GE Capital

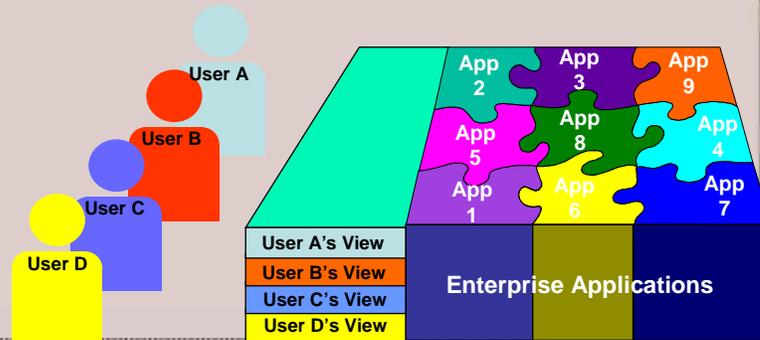


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Views = Portlets

- An Integrated view of enterprise applications
- Personalized views for users



The screenshot shows a financial website interface for 'Mega Financial Corp.' with a navigation bar containing 'My Home', 'Trading', 'Banking', 'Research', and 'My Profile'. The main content area includes a 'Welcome sarah!' message, a 'Market View' table, and several portlets: 'Expert Opinions', 'Portfolios', 'Research', and 'News'. Callouts point to specific elements: 'Tab to Other Portlets' points to the navigation bar, and 'Portlet' points to the 'Expert Opinions' and 'Portfolios' sections.

Market View

Symbol	Price	Change	High (day)	Low (day)	High (year)	Low (year)
MSFT	38.70	-1.18	40.11	38.17	51.22	29.32

Portfolios

Symbol	Buy	Sell	Net	Value
TRNA	99,800	99,800	0	\$5,000.00
FBIO	66,860	66,125	735	\$6,007.50
BRAS	66,375	66,400	-25	\$6,040.75
TOTAL VALUE:				\$17,048.25

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 ...

- ① Technology: 15 percent of the first year cost
- ② Search touches upon business process issues, not a vacuum
- ③ Standards support essential
- ④ Low cost = limited functionality
- ⑤ Implementing search and retrieval requires more time and people to do right than expected
- ⑥ 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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