

New Jersey State Library Infrastructure Study

Opportunities and Recommendations

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Executive Summary

The purpose of this document is to share the consultant's final findings and recommendations from the New Jersey State Library Infrastructure Study. The aim of this document is to help create an understanding of where and how New Jersey's Library Technology Infrastructure fits within the landscape of peers (other library organizations offering similar services) and the greater technology industry (non-library); identify opportunities; and voice consultant recommendations.

This document includes:

- A **brief recap** of information learned from New Jersey Libraries during the "Listening and Synthesizing" Phase of the Infrastructure Study
- A look at national **peers** of New Jersey's Library Technology Infrastructure (library-focused services)
- A consideration of **trends in the technology services industry** (non-library)
- A **consultant opinion of opportunities** for New Jersey's Library Technology Infrastructure
- **Final consultant recommendations** for New Jersey's Library Technology Infrastructure
- **Perspectives from New Jersey State Librarian Mary Chute** on the needs of public libraries in New Jersey and the challenges faced by all.

This document is the second of two major deliverables for the New Jersey Library Technology Infrastructure Study. The first deliverable was a report of extensive stakeholder engagement with New Jersey Libraries and library organizations in the state (presented at the 2018 New Jersey Library Association meeting and available here: <https://www.youtube.com/watch?v=UoksqXVsPhY&t=154s>); please see the next section below for a summary of the findings. This final deliverable is a report of opportunities and the consultant's recommendations for New Jersey's technology infrastructure.

This study was funded for the purpose of informing where NJSL can most productively invest its limited resources in order to best support the technology needs of public libraries in the state. Providing, enhancing, or leveraging existing technological assets is one of a number of ever-growing areas which are designated by NJSL as appropriate uses of state network funds and/or federal Library Services and Technology (LSTA) dollars.

Listening and Synthesizing

I. Listening and Synthesizing

Process and Outcomes

Between the fall of 2017 and spring of 2018, the consultant met with a number of different individuals and groups selected by the Infrastructure Study Committee (**Mary Chute** – State Librarian; **Kathleen Moeller-Peiffer** – Deputy State Librarian; **Mike Rasimowicz** – Information Technology Director; **Kathy Schalk-Greene** – Executive Director of LibraryLinkNJ; and **Carson Block** – Library Technology Consultant) who would represent the diverse library landscape in New Jersey.

The graphic on the right side of the page indicates the geographic representation of Stakeholders Interviewed for this study.

Specific stakeholders included:

- Focus groups with directors at the Public Library Director Summit (Oct 2017)
- JerseyConnect staff (Oct 2017)
- Phone interviews with consortium directors (Winter-Spring 2018):
 - PALS Plus
 - LMxAC
 - BELS
 - BCCLS
 - LOGIN
 - MAIN
 - LUCC
- New Jersey State Library Staff (April 2018)
- Phone interviews with group leaders (April 2018):



- New Jersey Public Policy Committee
 - JerseyConnect Advisory Committee
 - Medium Libraries in New Jersey
 - NJLA Small Libraries Section
 - NJLA Executive Board
 - LibraryLinkNJ
 - NJLA Emerging Technologies Section
 - Library Trustees
- Conducted an online survey of group members

What questions did we ask?

The consultant used the following approach for stakeholder interviews.

1. Prior to our interview I sent a flyer describing the services available to libraries from JerseyConnect. Were you already aware of these services? Were there any surprises?
2. What sources does your library currently have for technology support?
3. Do you currently have any gaps in your technology support?
4. What are your technological dreams for your library/system?
5. What are the primary technology issues your library faces now?
6. How about in the future?
7. Based on your knowledge of JerseyConnect, what are its strengths?
8. Based on your knowledge of JerseyConnect, what can be improved?
9. As a home rule state, New Jersey has many political subdivisions; so many needs are provided for in a highly localized manner. There are also examples of opportunities for shared services (with JerseyConnect being one). What are your feelings about localized services versus shared services for your library? Do you have any tips on communication methods to help people in New Jersey understand the pros and cons so they can make up their own minds?
10. In the course of doing this technology infrastructure study, what else should I know about library technology in New Jersey?

What Have We Learned?

Not everyone has the same idea of what services are provided by JerseyConnect¹:

- “Network access infrastructure (very supportive), discounts on internet access, really excellent consulting, hosted WiFi networks. We are getting our money’s worth.”
- “Our IT staff...feel self-contained and do things on their own. They have no interest in ‘giving up’ (the in-house administration of) email; but I feel that they could be saving time by letting JC do it (email).”
- “When I hear about JerseyConnect there’s a problem I have a need to solve, or a once or twice a year thing, little active pursuit of relationship between JerseyConnect and bigger libraries. I’m unclear of the exact parameters about what JerseyConnect does and does not do.
- “My understanding is that (many services) are attached to E-Rate.”
- “I’ve been in my current position for 8 months and I don’t know.”

There is some confusion between JerseyConnect services and other State Library Services

- When asked about technology dreams, one respondent noted offered comments about the JerseyCat statewide Interlibrary Loan system. Other commenters offered feedback about electronic databases.
- “JerseyConnect doesn’t do a good job of telling what they do and do not do. There is confusion over whether it’s part of the State Library or not. Why does it have a different name? They are hiding light under a bushel.”

View of JerseyConnect services may depend on who you are, where you are, and whether you have other options for your technology needs.

- “‘Geography is destiny’; some counties have more options than others because of the way infrastructure has developed. Some municipalities will see the value in larger units of services sooner than the state at large will.”

¹ Other examples of gaps in understanding what services are/are not available via JerseyConnect were recorded in responses to this and other questions in the interviews and survey; in some cases interviewees or survey respondents had ideas for new infrastructure services that actually are currently provided by JerseyConnect. The NJSL has noted areas of communication disconnects concerning service offerings and is taking steps to provide more clarity to the New Jersey Library Community.

- “Some county libraries may not be aware of all that is offered through JerseyConnect, or they simply do not have anyone on staff who can understand the purpose of those services.”
- “It almost seems like JerseyConnect is marketing their services to independent, non-consortium libraries.”
- “We sometimes think JerseyConnect presumes (our library consortium) has (us) covered.”

Having access to a trusted technology consultant is valued by New Jersey libraries.

- “From one director to the next, expertise can appear or disappear, if someone on the state level could back that up many libraries would find that of value.”
- “If JerseyConnect provided consulting or even lists of people/companies with reliable skills to help in technology that would be an enormous resource for libraries and librarians.”
- More in-depth consulting for libraries.
- One director “has found consulting services invaluable in finding direction for [their] libraries.”
- One director “would love to see consulting services, even if there is a cost associated with it, especially for smaller libraries without technological staff to approach it on a professional level.”

JerseyConnect – Doing Well

- “Great Services” and “Great Service” (i.e. support) mentioned frequently
- “JerseyConnect allows for Libraries without all the necessary staff or equipment to continually stay relevant in a world which is beginning to revolve more and more around technology and networking.”
- “JerseyConnect is highly responsive to questions.”
- “...they know public libraries (for better or worse) and do a really excellent job of balancing infrastructure security and stability with the demands of opening up resources to the public.”
- “Consulting has been very important - network redesign, VOIP connectivity and bandwidth issues; used for ISP hosting, Erate; JerseyConnect is a tremendous value.”

JerseyConnect – Improvement Ideas

- Marketing and Public relations (not everyone knows about available services).
- “JerseyConnect could be more vocal in exactly how they provide services, such as hosting meetings for the Library staff which would illustrate the services provided and how they plan to assist libraries in carrying them out.”
- “Our IT staff is sometimes unnecessarily concerned about ‘handing off power’ to JerseyConnect.”
- “Responsiveness of in-person IT for large systems vs lag time waiting for JerseyConnect.”
- JerseyConnect needs more money and support from the State Library to help libraries in NJ. We should all be working together, but the initiative needs to come from the higher ups in the State Library.
- “Email not the greatest.”
- “Becoming more of a resource to help troubleshoot software/hardware issues that arise within libraries. When customer support is not available from those companies or unable to help.”
- “Tech support at night and on weekends. Not that someone is always there, but maybe have some form of emergency contact or at least know someone will review cases to look for critical issues like a downed connection.”

Ideas from interviewees for future directions:

- “If state library were to call service providers and say ‘we represent all libraries in New Jersey’ that would be powerful; advocacy for all libraries.”
- “Bandwidth -- but we can’t afford what we need (even with Erate)”
- Even more support for infrastructure and network services (including streaming, econtent, WiFi and others).
- “State library could facilitate access to ebooks/econtent for all; state library’s leadership role important.”
- “Effort to vision for the state, and help libraries figure out where to go and how to get there, and consider how to maximize the resources at the state level to serve the local level.”
- If JerseyConnect can help with mobile options and training somehow that would be wonderful.

All New Jersey libraries have an interest in robust technology – from the essentials...

- “You can’t separate 21st century librarianship from technology... and I don’t think the workforce is handling it as well as they should.”
- Have more than 1 computer and be able to teach computer classes
- A generator for power outages and accessible power outlets.
- “Continued maintenance of what we have”
- “Workshops for patrons on new technologies”
- “Fast WiFi and Internet, dependable connections”

...to the leading edge.

- “...get to gigabit connectivity and beyond.”
- “I would like for us to be on the forefront of technology and offer services that make our patrons' lives easier and more connected.”
- “To have an updated, mobile friendly website that is easy to navigate. A better web presence.”
- “Stronger continuity of services”
- “We wish to bring this Library onto a network infrastructure which would rival that of most business infrastructure.”

Localized Services and Shared Services

- “Shared services are the way to go!”
- “I still have a hard time wrapping my head around how it makes sense -- financially and otherwise -- for every library to go it alone to the extent that they do, even with the shared services that are available.”
- “Depending upon cost and what autonomy is given up, shared services could be very good.”
- “We encourage localized services so we can manage any issues in house, but also understand that some services need to be shared for better communication and compatibility.”
- “Localized services serve the needs of the community more thoroughly, but centralized services bring opportunities to communities which may not have had the chance previously if these centralized services didn't exist.”
- “Any shared service must be flexible enough to accommodate local variety.”

- “Shared services would be outstanding and most likely a necessity going forward, but many local and county issues make this a challenge.”

Cost and performance are important factors in technology decisions.

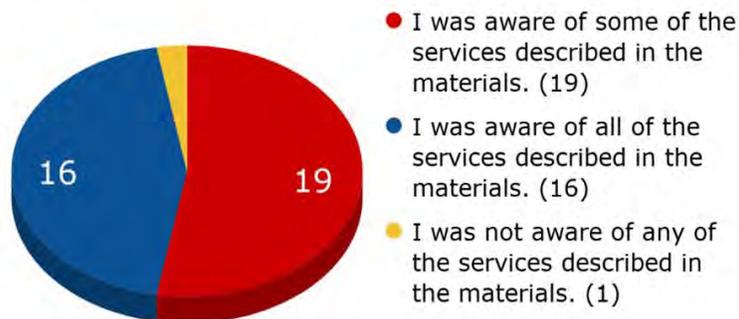
- “As an association library with very limited funding, our options are limited.”
- “Only a few libraries in [our consortium] are still connected via JerseyConnect, the rest have gone to commercially available connectivity. Libraries needed more bandwidth than they could get from the state at the time this move was made. And now the bandwidth costs are more competitive.”
- One director would love alternatives to their current IT support company, and doesn’t want to pay over \$1000 a month.
- One director would like to move to less expensive, more flexible technology [Chromebooks, Chromeboxes, etc.].
- “Even with Erate and the State Library contract, bandwidth is expensive, but necessary to meet demand.”

Survey Results

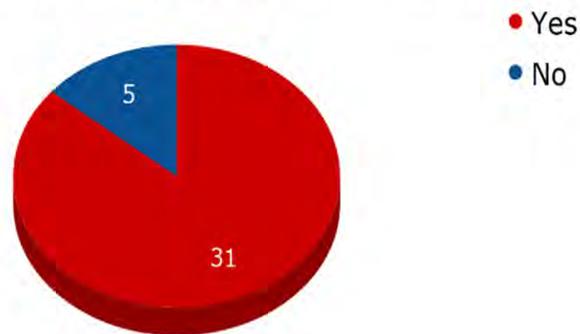
- To gather information from JerseyConnect users, I tried to talk directly with as many people as possible (both in New Jersey and via telephone), but in some cases a hybrid approach of surveying and interviewing proved more practical.
- Group leaders were interviewed via conference call.
 - JerseyConnect Advisory Committee
 - NJ Library Directors – Small Libraries – Kate Russo
 - NJ Library Directors – Medium Libraries - Various members of this group
 - NJ Library Public Policy Committee – Jeanne M. Ryan
 - NJLA Executive Board – Michael Maziekien
 - Library Link Board - Kathy Schalk-Greene
 - Library Trustees – Pat Pavlak
- Group leaders sent a survey link to their members

- Here is a snapshot of select responses:

Were you already aware of services provided by JerseyConnect?



Do you currently have any gaps in your technology support?



- “Yes, minimal staffing so we're lucky to get computers updated. We'd like to start some new initiatives with technology, but haven't due to lack of support.”
- “We have no in house support at all. Outside support must be paid for or is (partially provided) through consortium.”
- “Our I.T. person is only part-time, which makes fixings problems when he is not here difficult, or longer than they would be if he was full time.”
- “There are some higher-level issues for which we use a consultant.”

Peers: Library Technology Consortiums in the US

Finding true “peers” among other library consortiums is difficult -- and perhaps impossible. Almost every aspect of consortiums -- including the makeup of the membership, member needs, services provided, funding and governance structures, geography and other aspects tend to reflect the unique needs of those served. However, other consortiums can be powerful inspiration for each other in terms of vision, new ideas, the manner they operate, and more.

This section of the Opportunities Report lists JerseyConnect Services, and provides a comparison with other consortiums in the US.

Description of JerseyConnect Services

JerseyConnect provides the following services to all Public Libraries in New Jersey:

- Network Access Options
 - Bandwidth Reporting
 - Device Management
 - Proactive Monitoring
 - Quality of Service Guarantees
- Domain Registration
- Cloud Services
 - Email Hosting
 - Website Hosting
 - DNS Hosting
 - Email Spam and Virus Filtering
 - ILS Hosting
 - Disaster Recovery Data Storage
- Managed WiFi
- Tech Support
 - “JerseyConnect staff will answer any library’s technology questions and provide best effort advice. This advice is not meant to provide an official endorsement of a product, service, or vendor by JerseyConnect.”
(<https://www.jerseyconnect.net/services/tech-support/>)

Comparison of JerseyConnect Services to Peers

This section shows a comparison of services provided by consortiums, with a focus is on peer organizations that are the most similar to JerseyConnect in terms of the service relationships to public libraries in a large geographic area.

Listed here are Library Consortiums, as well as organizations called “Research and Education” (R&E) Networks. Although open to many public entities, R&E Networks typically count K-12 and higher education schools among their primary clientele. Only some (as listed below) provide services to libraries.

Library Consortiums

| Name | Address | Area | Type | Customer types | Connectivity Services | Other Services |
|--|---|---------------------------|------------------------------------|--------------------------------------|---|--|
| Marmot Library Network | 123 North 7th Street, Suite 302, Grand Junction, CO 81501 | Central/ Eastern Colorado | Public Library Consortium (Mostly) | Academic; Public Libraries; Schools; | Network Management; Broadband; Website Hosting; Server Maintenance; Cybersecurity; Envisionware; Backup | ILS (Sierra); Database Admin; System Admin; Training; |
| Montgomery County Library & Information Network Consortium | 301 Fayette Street 2nd Floor, Conshohocken, PA 19428 | Pennsylvania | Public Library Consortium | Public Libraries | Network setup; Filtering; | ILS |
| Curry County Public Library | 94341 3rd St, Gold Beach, OR 97444 | Curry County, Oregon | Public Library Consortium | Public Libraries (5) | Shared network infrastructure | Reciprocal borrowing; cooperative programming; cooperative staff training and development |
| Ohio Public Library Information Network | 2323 W. 5th Avenue, Suite 130, Columbus, Ohio 43204 | Ohio | Public Library Consortium | Public Libraries | Broadband; DNS Services; | Website Kits; SMS Notifications; E-Rate info and training; Co-Location Service; Website Audits |
| Minuteman Library Network | | Massachusetts | Libraries and Schools | Academic; Public Libraries; | Internet and Telecommunications; Email; Monitoring; Staff Training; | Library Management System; Catalog/Databases Maintenance; Collection Management; Reports; |

R&E (Research & Education) Networks with strong connections to Public Libraries

| Name | Address | Area | Type | Customer types | Connectivity Services | Other Services |
|---|---|--------------|---|---|---|---|
| Utah Education and Telehealth Network | | Utah | R&E Network; includes some libraries such as Salt Lake City Library | | | |
| Maine School and Library Network | 5752 Neville Hall, Computing Center, Orono, ME 04469-5752 | Maine | R&E Network with strong library membership | Schools and libraries | Internet Access; Email; Web Hosting | |
| KINBER | 5775 Allentown Blvd. Suite 101 Harrisburg, PA 17112; 116 W. Main Street Boalsburg, PA 16827 | Pennsylvania | R&E Network with strong library connections | Education; Public Libraries; Research; Healthcare; Government; Non-Profit; For-Profit | Network Services; Dark Fiber; Last Mile; DDos Migration; DNS; Colocation; Managed Router; Network Assessment; Megaport; AWS; MS Azure | Training; Videoconferencing; Cloud Services; Purchase discounts; VoIP; IPTV; Cybersecurity Training; Recovery services; |
| BadgerNet (Wisconsin Division of Enterprise Technology) | | Wisconsin | R&E Network with strong connection to libraries | Libraries; K-12 schools | ISP; UPS; LAN; LAN WiFi; Web Security; WAN; NAC | Data Storage; Backup services; |
| Network Nebraska | | Nebraska | R&E Network with libraries | K-12; Higher Education; Libraries; Municipalities; Community and Tribal Colleges | Internet Access; Network Monitoring; Bandwidth Measuring and Assistance; | Onsite and/or Remote Technician Assistance upon request |
| Cenic | 16700 Valley View Avenue, Suite 400, La Mirada, CA 90638; | California | R&E Network (with lots of public libraries) | Libraries, K-12; University; Public Sector | Broadband | (See Cenic's Website) |

Brief Consultant Analysis: Peers

In considering the New Jersey State Library's technology infrastructure to similar consortiums, the consultant offers the following observations:

- **If, as the consultant believes, great libraries are “hyper-local” then great consortiums are even more so.** There are only a handful of library organizations in the US that could be considered a “peer” to JerseyConnect, and of those there is no direct match. Since every element of an organization's service offerings are highly interactive, other consortiums can be inspirational, but due to variables any sort of benchmarking is problematic.
- **In states with Rural & Education (R&E) Networks, some provide services to public libraries, but most do not.** Library participation in R&E networks nationwide is slim. Of 43 R&E networks in the US reviewed by the consultant, 19 offer some level of support for public libraries, and only 6 were considered active enough (please see chart above) with constituent public libraries to be included in this report.
 - NJ Edge, New Jersey's R&E Network, is a colleague institution that is different from JerseyConnect, and serves a different group of New Jersey constituents, including:
 - K-12 Schools
 - Universities & Community Colleges
 - Some governments, nonprofits, hospitals and commercial clients
 - While JerseyConnect services are free for all public libraries in the state, NJ Edge charges for its services a la carte.

Trends in the Technology Services Industry (non-library)

In considering the technology infrastructure services provided to the New Jersey State Library, it is important to consider the greater technology market that can provide services similar to JerseyConnect.

In pursuing broadband, hosting, cloud, email and other services, free market options can be attractive, and sometimes -- if performance, cost, and other criteria are met -- can be a good choice for a library. Caveats do apply (in the consultant's experience the adage of "you get what you pay for" can work in the opposite manner - with libraries with novice technological understanding getting overcharged for inferior data services, equipment support contracts and more) but generally free market options should always be a consideration. When consortium options exist, the healthy challenge should be in the consortium offering services that are better than what the market offers.

As a general rule, the consultant believes that the best way for any library to size its data services is dependent on two major factors, in this order:

1. What is available to the library?
2. What can the library afford?

There are several trends of note in the technology market today that should factor in to any library's technology procurement choices:

- **Mergers and consolidation of broadband providers (including changes in ownership) can provide an unstable environment for libraries.** The consultant has worked on a number of projects where a merger or consolidation has provided a decrease in service or the quality of service, or an increase in costs. For instance, in some cases, key staff with a special knowledge of library technology requirements no longer worked for the company after a merger, taking with them special knowledge that provided higher levels of services. In other cases, proposed package prices or discounts were no longer available to the library after a merger.
- **Tiers of connections from commercial providers (often seen as the most "inexpensive" bandwidth offered by the provider) can be of lower quality and reliability.** Often, "bargain" packages for bandwidth have no guarantee of speed or performance. Modern libraries require robust performance of their network connections - just as business clients do. When comparing connection costs, libraries should look at

the “business class” or “Enterprise” connection options -- where higher levels of service are often guaranteed -- for accuracy.

- **Continued growth of network and “cloud” services.** “Cloud” services -- data and computing services from an outside source available instantly via the Internet -- continue to grow. Cloud services allow users to enjoy the benefits of robust and large-scale data services without having to invest in the hardware, software and maintenance required to keep such services in operation. Cloud services also allow for economy of scale -- i.e. the difference between serving many users and just a few users can be minimal, encouraging the growth of high-usage services. Several examples of cloud services are web site hosting services, the Google suite of “office” products (Gmail, Google Docs, Google Sheets, etc.), online storage options such as Dropbox, and online data backup services like Crashplan. If a library had good connectivity, cloud services are a good option to consider. Many Integrated Library System (ILS) companies offer a hosted solution, and many consortiums -- including JerseyConnect -- offer “cloud” services for participating libraries.
- **Possible impact of the elimination of Net Neutrality on library services.** In the US in 2018, “Net Neutrality” (a 2015 Federal Communications Commission rule specifying that all Internet traffic be treated equally) was overturned, allowing commercial Internet providers the option of favoring certain data traffic over others. As of the publication of this report, several states have passed legislation fighting the FCC repeal, and many others have legislation in the works. A thorough article on Net Neutrality is available at https://en.wikipedia.org/wiki/Net_neutrality . This topic will likely be emerging over the coming years, but the consultant feels this topic is especially important to public libraries, where free and open access to information on the Internet is essential. Simply put, if commercial providers have the ability to limit or slow access to certain Internet resources, they are effectively making access decisions on behalf of the library and the patrons the library serve. To remove any possibility of vendor influence on library access or speed of specific Internet sites, the consultant recommends that when possible, public libraries strongly consider non-commercial options for Internet access to avoid possible conflicts.
- **Consolidation of City/County IT efforts nationwide offer the potential for both advantages and difficulties in technology support.** In pursuit of greater government efficiencies, many municipalities, counties and state government organizations have pursued consolidation of IT efforts. Most often, this takes the form of the host government organization taking more responsibility for IT operations for a library -- with the sometimes result of decreasing or eliminating library IT staff. When designed properly, “outsourcing” IT to another organization can work effectively for libraries -- especially when the services are “commodity IT” such as connectivity, email, staff

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desktop support, and other similar areas. One area that often falls short is in designing and supporting services to library patrons, who often require specialized needs and higher levels of confidentiality and privacy than other entities are qualified -- or interested in - performing.

Opportunities (Consultant Opinion)

II. Opportunities (Consultant Opinion)

One New Jersey stakeholder -- commenting on the cultural and political diversity in the state - stated that “Geography is destiny” in New Jersey. The same sentiment can be applied to technology as well. A new phrase inspired by that stakeholder -- “Technology is destiny” -- aptly describes the potential that a public library has -- or does not have -- in terms of tech resources, investments and services to fulfill patron needs.

Making deliberate choices in technological infrastructure -- with its ever-changing landscape -- is both difficult and essential. In considering possible technological opportunities for the New Jersey State Library, the consultant suggests a central point of alignment to insure deliberate choices: the needs of library patrons. Library patrons in New Jersey are the ultimate recipients of services provided by the State Library -- and serving them in the best possible manner, influenced by the principle of equity of service, should be the first consideration in all discussions, decisions and actions. Although the State Library does not serve individual library patrons directly, its services are designed to support the libraries that connect with New Jersey library patrons directly, every day, in every community throughout the state. Through that support, the state library has a fundamental role in each library’s resource supply chain to support service to each community.

When considering the management of technological resources, it’s often tempting to make choices based on how easy or efficient it is to manage those resources. However, in the case of providing the highest levels of public service, the easiest route may not be the most effective in serving the end user. This is a conundrum particular to technology management for libraries. In most areas where technology is applied, an expected outcome is economy of scale. In libraries - with each having a primary focus on hyper-local needs, technological economy of scale is often elusive. An exception -- and prime areas for libraries to enjoy the benefits of economy of scale - lies in Internet access; data networks (including wired and wireless); cloud services; cooperative purchasing; and platform sharing (including a shared Integrated Library System). Of those possibilities, the NJSL has focused on services with the greatest potential to scale well within the library technology ecosystem of New Jersey (please see page 11 for a list of services available via JerseyConnect).

This section of the document lists opportunities that the consultant considers to be of key importance to New Jersey libraries based on comprehensive conversations with stakeholders, the NJSL, the Infrastructure Study Team, current trends in technology and society, and other factors. Some of the following opportunities are modest; others would require a stretch to accomplish. The consultant feels all of the opportunities listed here have the potential to

improve the lives of patrons in New Jersey by providing stronger services to libraries, library systems, and library consortiums in the state.

The opportunities listed here are just that: basic ideas and concepts, stated simply and briefly, that describe key concepts and possible options to improve services within the current library and technological environment of New Jersey, despite the current feasibility of each item to be designed, funded or implemented. Some of these items describe incremental change while others would be giant steps of technological innovation and effort.

During the consultant's work with New Jersey, it has become clear that key environmental factors include constraints brought by competing priorities and slim funding. However, the consultant believes that if libraries are to truly serve emerging and ongoing public needs, vision for achievement should never be built from constraints, but instead from the desire to create the best possible and impactful outcomes. Overcoming constraints are never easy, but with strong vision, determination and teamwork constraints can often be overcome. In many cases, when strong vision is challenged by constraints, leaders find new opportunities to bypass and overcome constraints to achieve the vision.

- Libraries in New Jersey indicate that technology is playing an increasingly important role in library operations. Access to the same levels of technology and technology support -- including robust and reliable connections to the Internet - is not equitably available to all libraries in New Jersey.
- As a home-rule state, government institutions in New Jersey (including libraries) tend to first look closer to home for resources. When considering shared services, it's essential that such services offer higher performance and, if possible, lower cost than other options the library might have locally.
- The consultant has observed that the political environment in New Jersey is generally on the reactive side of the spectrum, creating a dynamic atmosphere. Generally, such an atmosphere is a natural part of many political environments and can lead to new and emerging opportunities for highly agile organizations. However, providers of centralized and shared services -- where stability is essential -- should be built upon a mostly proactive foundation. Attempting to sustain a reactive posture is detrimental to core shared services such as technology infrastructure, which benefit the customers the most by maintaining a position of stability and deliberate and strategic change over time. Future plans for New Jersey's library technology infrastructure should place a priority on as much of a proactive and stable posture as possible.

- A review of the library technology environment across the country indicates that library technology consortiums are not cookie-cutter organizations, but instead highly localized and reflective of the needs of the libraries they serve. Although some organizations offer some services that are similar to others, the manner in which these services are made available, administered and funded, vary greatly. Other consortiums are helpful to look to for inspiration and lessons learned, but finding true “peers” is elusive.
- **Improve Communication about NJSL Infrastructure Services.** A shared understanding of current infrastructure services among New Jersey libraries (as delivered by JerseyConnect) remains uneven in the state. The NJSL might consider a much more robust approach to marketing and communications around Infrastructure Services, including current communications channels as well as an increase in “in person” efforts with constituents.
- **Serve NJSL Infrastructure Customers better by recognizing that different libraries and organizations have some shared needs and some specialized needs.** The New Jersey State Library, via JerseyConnect, has a diverse group of customers for Infrastructure Services: from tiny libraries with little to no other technological support to large systems serving many community libraries and individual patrons. As well, JerseyConnect provides technical support for the State Library, including State Library staff. Both the NJSL and customers of services might benefit from an approach that further and formally recognizes the primary customer “groups” and bolster services to fit the specific needs of each group. One possible approach:
 - B2B (“Business-to Business” serving needs of consortiums, County Library Systems and other large groups”)
 - B2C (“Business to Consumer” serving needs of individual libraries in New Jersey one-to-one)
 - Internal Service Provider (serving the technology needs of the State Library and State Library staff)
- The NJSL might consider **improving or providing “last-mile” connectivity to public libraries** in the state as part of its core service (eliminating the need for the library to contract for its own last-mile connection -- currently only available via Verizon -- to connect to the core JerseyConnect network).
- **The NJSL might consider hosting a statewide ILS** (Integrated Library System). This concept has long been a periodic topic of conversation among New Jersey libraries.
- **The NJSL might consider fostering the creation and implementation of a statewide library card.** This concept has also long been a periodic topic of conversation among New Jersey libraries.

- **The NJSL might consider increasing its cloud-hosting** -- and possibly co-location services -- to become a preferred option for NJ Libraries.
- **The NJSL might consider increasing direct technology consulting services for libraries**, providing a deeper level of one-on-one service than currently possible.
- **The NJSL has an opportunity to provide greater technological leadership in the state as appropriate for each customer groups served**, providing an engine for each library's technological dreams in a manner best suited for the diverse group of libraries in New Jersey:
 - For tech-challenged libraries, the NJSL could, for instance, provide deeper direct consulting and planning to transition libraries from “surviving to thriving.”
 - For tech-rich libraries and library systems, the NJSL could position itself further as a “preferred partner” for advanced technology services, including higher scalable bandwidth; hosting or co-locating enterprise technology functions; partnering to pilot new and innovative library technologies; and more.
 - For its role as an internal technology services provider, the NJSL could work more closely with consult staff to spot trends in the field early and create innovative solutions that help libraries leapfrog over difficulties into next-generation library technology services.

Consultant Recommendations

III. Consultant Recommendations

Guiding Questions

The purpose of the Library Technology Infrastructure Study was to assess the State Library's current technology infrastructure for libraries in the state, and to answer some questions in the process:

- What role, if any, should the state library play in providing and/or supporting technology infrastructure services? What are the possibilities and pitfalls?
- What library and technology models exist for Infrastructure Services -- and what is a good fit for the diverse library landscape in NJ?
- Should the infrastructure change (shrink/grow) and in what ways?
- How stable is the financial support for the infrastructure into the future?

The current technology infrastructure is offered under the services of JerseyConnect, so it is important to explore the following aspects:

- What is JerseyConnect -- and what is it not?
- What is the usage of JerseyConnect services among libraries in the state?
- What is the Cost of Doing Business?
- What expenses are on the horizon?
- Is JerseyConnect a viable future option?

Early in the study process (starting in the fall of 2017), it became clear that the basis to answer many of these questions must first come from hearing from New Jersey's diverse library community. To do a thorough job, the planning team re-worked the project schedule (including placing further emphasis on some areas and less in others) to increase the feedback opportunities for the New Jersey library community, and endeavored to hear voices from all parts of the state. This took more time than originally anticipated, but became essential in understanding the key needs and issues.

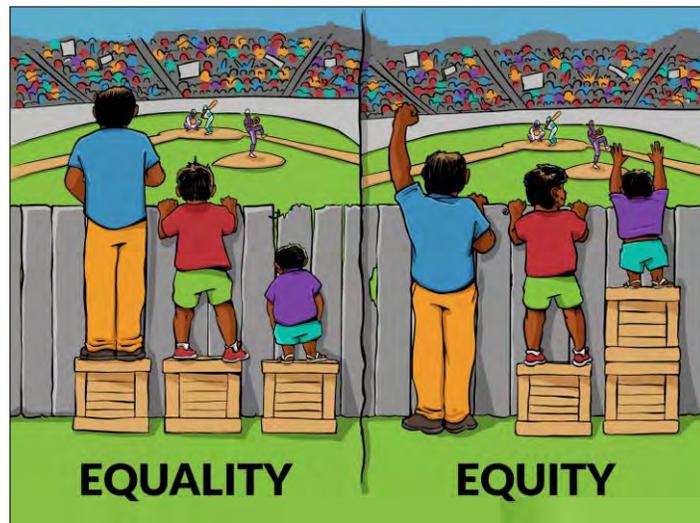
This section of the report contains the consultant's brief and direct thoughts on the guiding questions for the New Jersey Library Technology Infrastructure Study.

The Primary Alignment Factor: Library Services to the Public

To have an understanding of the consultant's recommendations, it's important to share a key contextual element. In this study (as with the rest of the consultant's work), the guiding factor is "what might benefit library **users** the most?"

The emphasis on the needs of library users (library patrons) is especially important when making decisions about technology. Generally, tech choices are driven by factors such as ease of maintenance & management; the ratio of cost to performance; economy of scale; and other worthy considerations. While these are vital measures (and should be used as part of the mix of elements leading to decisions), in libraries, placing a priority on patron-driven services can often turn even the simplest measures on their ears. The balancing act is played out daily in all good libraries and library organizations throughout the country - with a target of serving the diverse needs of patrons at the highest level possible, with the greatest attainable efficiencies.

Another way to express this concept is by exploring the differences between "Equality" and "Equity" as illustrated here². Although the intent of the image is to "show, not tell" what many observe about this illustration is that it shows that different entities have different needs; despite each person in the picture receiving the same resource (a box to stand on to watch the baseball game), equal distribution of the resource results in unequal opportunities for participation. By taking an equitable approach (through re-distributing resources as needed by each participant) all have the same potential to participate.



² Illustration Credit: Interaction Institute for Social Change | Artist: Angus Maguire.
<http://interactioninstitute.org> and <http://madewithangus.com>

NJSL and Equity of Service

It's important to note here that to fulfil its service mission the New Jersey State Library emphasizes **equity** in decisions about its services and resource allocation.

“Equity of access is the number one consideration for decisions about all services from the New Jersey Library Network.” - Mary Chute, State Librarian

The NJSL's orientation around equity is particularly important in serving New Jersey libraries. Crucial past and current issues (which in 2018 included a service outage of the state-wide delivery courier, administration of library construction bill, and political differences in a home-rule state) tend to capture the lion's share of attention, with the risk of losing sight of the needs of the end user: library patrons. With equity at the fore, patron needs have a chance of equal attention in the midst of other issues.

In the listening and synthesizing stage of this study, the New Jersey library community that despite the emphasis for localized approaches in a home-rule state, public libraries in New Jersey benefit from shared services. Some quotes from respondents (interviews with the consultant and surveys):

- “Shared services are the way to go!”
- “I still have a hard time wrapping my head around how it makes sense -- financially and otherwise -- for every library to go it alone to the extent that they do, even with the shared services that are available.”
- “Depending upon cost and what autonomy is given up, shared services could be very good.”
- “We encourage localized services so we can manage any issues in house, but also understand that some services need to be shared for better communication and compatibility.”
- “Localized services serve the needs of the community more thoroughly, but centralized services bring opportunities to communities which may not have had the chance previously if these centralized services didn't exist.”
- “Any shared service must be flexible enough to accommodate local variety.”
- “Shared services would be outstanding and most likely a necessity going forward, but many local and county issues make this a challenge.”

In contrast, equity of access is not generally a driving factor in the high-stakes, high-profit world of commercial technology providers. This often plays out in challengers in rural connectivity in

New Jersey and across the country, which generally lags behind offerings in areas with more dense populations (and more paying customers).

The potential of stronger, centralized library services in New Jersey -- with the concept of equity at the core -- offers the opportunity for exponential improvements in library services. For example, the Georgia Public Library Service provides -- at no cost to each library - statewide ILS services via Georgia PINES (<https://pines.georgialibraries.org/>). In California, a partnership between Califa (<https://califa.org/>) and the CENIC R&E Network (<https://cenic.org/>) has the aim of connecting all libraries in the state with a minimum of a 1 GB Internet connection -- which is already sparking ideas to leverage the network for library collaboration to improve patron services throughout the state, and offers great potential to bridge. These examples -- and many, many others - show that the value of centralized library services with a statewide reach is a combination of cost savings, increased operational efficiencies -- and improved services for citizens.

The Guiding Questions, One-By-One (brief)

Many of the answers to the guiding questions in this study are woven throughout this document. In other cases, answers throughout this document may be more implied rather than expressed. Please see very brief, direct answers to each guiding question below.

What role, if any, should the state library play in providing and/or supporting technology infrastructure services? What are the possibilities and pitfalls?

To ensure equity of access for all libraries in New Jersey, the consultant feels that the state library should continue to play a leadership and services role in technology infrastructure services. Please see the “Opportunities” section of this document for specific recommendations for possibilities. For exploration of possible “pitfalls” please see the “Implementation: Needs and Challenges” section of this document.

What library and technology models exist for Infrastructure Services -- and what is a good fit for the diverse library landscape in NJ?

As indicated in the Peer Study section of this report, models for technology consortiums are as varied as the communities they serve. There are only a handful of library organizations in the US that could be considered a “peer” to the NJSL’s current infrastructure services, and of those there is no direct match. Since every element of an organization’s service offerings are highly

interactive, other consortiums can be inspirational, but due to variables any sort of benchmarking is problematic.

Should the infrastructure change (shrink/grow) and in what ways?

Technology services, by their nature, are in constant motion. Even the act of maintaining technology infrastructure (especially in replacing end-of-life equipment) can be a complex exercise in change management, as user needs change and the possible equipment used to meet those needs evolves. For instance, today there is no such thing as a “simple” switch replacement; even items that seem straightforward require research and often changes in network design and different requirements for network administration. Simply put, as long as the NJSL provides infrastructure services, maintaining the technology that delivers those services (which implied the possibility for growth with each maintenance decision) is a likelihood, and properly budgeting for needs is essential.

Technology changes, however, should be in direct response to the needs of customers; the services provided by the state library; and the levels of service provided. Please see the “Opportunities” and “NJSL and Equity of Service) sections of this document for specific possibilities for services and levels of service.

How stable is the financial support for the infrastructure into the future?

This issue was not addressed in the study, but instead is addressed in an ongoing manner by NJSL staff. Throughout the study period, and in the opinion of the consultant, the NJSL has made wise choices in terms of current maintenance of Jersey Connect services for customers.

The current technology infrastructure is offered under the services of JerseyConnect, so it is important to explore the following aspects:

What is JerseyConnect -- and what is it not?

As documented in the “Listening and Synthesizing” section of this report, there is not a fully-shared understanding among libraries, library organizations and library staff of the services and support offered by Jersey Connect. Some reported some confusion in differentiating between Jersey Connect Services and other technology and quasi-technology services offered by the NJSL. Please see the “Opportunities” section of this report for consultant suggestions for solutions.

From the consultant's perspective, it's important to note that some in the state view the help available from JerseyConnect as "technology items" (such as might be found at an electronics store); the NJSL State Library views the services as means to ensure equity of access - to assure that the baseline of all NJ libraries is met so the end user - the citizen of New Jersey - has essential services no matter where they live. In this way, JerseyConnect is a **partner** to New Jersey libraries in delivering Internet access and data services, and does not act as a vendor or a store.

"From the perspective of the State Library management, JerseyConnect is all about promoting equity of access. Its primary purpose is to assure that the baseline of all NJ libraries is met so the end user - the citizen of New Jersey - has essential services no matter where they live."
- *Mary Chute, New Jersey State Librarian*

What is the usage of JerseyConnect services among libraries in the state?

As indicated in the Appendix (in graphical and spreadsheet form) the usage of Jersey Connect services throughout the state is widespread.

What is the Cost of Doing Business? What expenses are on the horizon?

These questions were not addressed in the study, but instead is addressed in an ongoing manner by NJSL staff. Throughout the study period, and in the opinion of the consultant, the NJSL has made wise choices in terms of current maintenance of Jersey Connect services for customers.

Is JerseyConnect a viable future option?

To ensure equity of access for all libraries in New Jersey, the consultant believes that technology infrastructure services from the NJSL are essential. Those services are currently offered under the umbrella of JerseyConnect.

To remain a vital support organization, the consultant recommends further development of infrastructure services to serve library patrons throughout New Jersey. Please see the "Opportunities" section of this report for specific recommendations).

Suggestions for Implementation

The consultant feels that the NJSL should consider all of the opportunities it has to provide infrastructure and technology services. While it may not be possible to provide all of these services (please see the next section: Implementation: Needs and Challenges in New Jersey for thoughts from State Librarian Mary Chute), these opportunities seem to resonate the strongest for all library staff in the state.

Prioritize and Stage Opportunities

The suggestions below might be considered a “pre-flight checklist” for the NJSL for any next steps in its development of state library technology.

Near-Term (1-2 years)

- **Primary Recommendation: create a technology strategic plan for the NJSL** for the next 5 years that would consider these opportunities as well as others in a comprehensive plan that would also project resource needs (including infrastructure replacement, staffing, and others).
- The NJSL might consider **improving or providing “last-mile” connectivity to public libraries** in the state as part of its core service (eliminating the need for the library to contract for its own last-mile connection -- currently only available via Verizon -- to connect to the core JerseyConnect network).
- **The NJSL might consider increasing direct technology consulting services for libraries**, providing a deeper level of one-on-one service than currently possible
- **Improve Communication about NJSL Infrastructure Services.** A shared understanding of current infrastructure services among New Jersey libraries (as delivered by JerseyConnect) remains uneven in the state. The NJSL might consider a much more robust approach to marketing and communications around Infrastructure Services, including current communications channels as well as an increase in “in person” efforts with constituents.

Mid-Term (2-5 years)

- **Serve NJSL Infrastructure Customers better by recognizing that different libraries and organizations have some shared needs and some specialized needs.** The New Jersey State Library, via JerseyConnect, has a diverse group of customers for Infrastructure Services: from tiny libraries with little to no other technological support to

large systems serving many community libraries and individual patrons. As well, JerseyConnect provides technical support for the State Library, including State Library staff. Both the NJSL and customers of services might benefit from an approach that further and formally recognizes the primary customer “groups” and bolster services to fit the specific needs of each group. One possible approach:

- B2B (“Business-to Business” serving needs of consortiums, County Library Systems and other large groups)
- B2C (“Business to Consumer” serving needs of individual libraries in New Jersey one-to-one)
- Internal Service Provider (serving the technology needs of the State Library and State Library staff)
- **The NJSL has an opportunity to provide greater technological leadership in the state as appropriate for each customer groups served**, providing an engine for each library’s technological dreams in a manner best suited for the diverse group of libraries in New Jersey:
 - For tech-challenged libraries, the NJSL could, for instance, provide deeper direct consulting and planning to transition libraries from “surviving to thriving.”
 - For tech-rich libraries and library systems, the NJSL could position itself further as a “preferred partner” for advanced technology services, including higher scalable bandwidth; hosting or co-locating enterprise technology functions; partnering to pilot new and innovative library technologies; and more.
 - For its role as an internal technology services provider, the NJSL could work more closely with consult staff to spot trends in the field early and create innovative solutions that help NJSL leapfrog over difficulties into next-generation library technology services.
- **The NJSL might consider increasing its cloud-hosting** -- and possibly co-location services -- to become a preferred option for NJ Libraries.

Long-Term (5 years and beyond)

- **The NJSL might consider fostering the creation and implementation of a statewide library card.**
- **The NJSL might consider hosting a statewide ILS** (Integrated Library System).

Implementation: Needs and Challenges in New Jersey

The opportunities suggested by the consultant did not come in a vacuum, but from conversations about current situations and desires from public librarians in New Jersey, administrators of NJ Library Systems; analysis, comparisons with library consortiums in others states; and a look at the general technology industry. Although some of the suggestions have been successfully implemented by others, there is a degree of skepticism among some in New Jersey that shifting to more proactive postures is even possible.

Especially challenging for New Jersey library leaders is the gap between aspirations -- especially those that make good sense to a number of library people in the state -- and the realities of a governance and political climate that can tend toward reacting to challenges at the cost of missed opportunities. Many of those interviewed by the consultant expressed a somewhat sad resignation that this gap is one of the strongest challenges faced by all libraries and library organizations.

At the same time, New Jersey is also one of the most innovative states in the union -- the home of [moving pictures and cellular phones](#) (<https://www.npr.org/sections/alltechconsidered/2017/06/05/531250084/before-silicon-valley-new-jersey-reigned-as-nations-center-of-innovation>) -- New Jersey is also the most densely-populated state in the union -- meaning that in terms of libraries serving the public, the needs for innovation and high levels of service are perhaps even higher in New Jersey than anywhere else in the country.

To address New Jersey's potential -- as well as the current challenges -- the consultant performed one final project interview with State Librarian Mary Chute. At the time of publication of this report, Ms. Chute and her staff were in the midst of managing major challenges, including a crisis in courier delivery and the process of gearing up for a 125-million dollar construction grant. The purpose of this interview is to explore the role of leadership in facing substantial challenges (some unique to New Jersey); to properly recognize the gap between aspirations and realities, and reconcile that while something may not be possible in the near term, it is essential to not "pull any punches" when articulating a worthy vision for library patrons -- and the libraries serving them.

Please see below for select quotes from the consultant's interview with Mary Chute, New Jersey State Librarian, concerning the state of libraries and library services in New Jersey, and the environment in which implementation would be introduced:

Consultant: My understanding is that equity of access is the key alignment point for decisions about all services from the New Jersey Library Network.

Mary Chute, New Jersey State Librarian:

“The concept of a ‘technology infrastructure study’ is somewhat nebulous. What are we investigating? Are we surveying what JerseyConnect currently provides? Are we assessing the value of the current services? Are we researching what other options are out there? Alternatively, is it about projecting what type of technology support will be needed in the future? Moreover, from whose perspective are we seeking answers to any of these questions?”

This modest study was funded in order to inform where NJSL can most productively invest its static resources in order to best support the technology needs of the public libraries in the state.

While everyone would have welcomed a broad and deep look at how we might envision a future technological paradise, in NJ - at this moment in time - with this budget – to expend funds for that purpose would honestly not have been responsible fiscal stewardship of the funds at our disposal.

Nationally, the New Jersey State Library has a history of being among the most active and innovative state libraries. NJSL’s scope of services encompasses virtually all responsibilities that typically might fall under a state library administrative agency’s purview. However, the reality of our funding constraints over the past decade severely limits the scale of what we are able to deliver.

The forces that made possible the nationally recognized New Jersey State Library successes of the past, had to do with; the vision of the State Library leadership and that of the New Jersey library community, an era of funding adequate to respond to opportunities and to fulfill goals, and the drive of an incredible staff that made things happen.

There is great disparity within New Jersey regarding availability of library resources; by geographical region – north to south and as narrow as the state is – even east to west. In addition, there is great variance regarding funding and governance: municipal vs county, consortium vs. stand-alone.

All of our libraries, even the most robustly funded in the state, look around and aspire to do even more. They recognize opportunities that are occurring thanks to developing technologies, and would take advantage of them, if only they had the resources. They proceed to muse that it would be a great initiative for the State Library to support or at least run a pilot program. Sadly,

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the State Library simply does not have the funds to take on new endeavors, without dropping others.

Providing, enhancing, and leveraging existing technological assets are among the ever-growing areas that are appropriate investments of state network funds.

NJSL's responsibility is to support everyone getting to a baseline, before we feel at liberty to invest in advancing segments of the universe forward two, three, or four steps.

We need to address a basic level of access. We need to make sure that everyone is at least 'connected' and has access to core services, before the State Library can consider attempting to distribute available resources equally to each community so that everyone receives the same flat sum of money or can ratchet up their services by an equal percentage. This is our dilemma. As a result, those who have moderate resources but aspire to more are restless. They are dissatisfied, they desire to provide more, and I totally understand their dissatisfaction.

It has become increasingly obvious that for some of our libraries, JerseyConnect is a lifeline. They are located in areas where there are not a lot of technology competitors, are not a lot of options, and they would have been paying dearly to even get a basic connection. They count on JerseyConnect for their basics; they count on web hosting, and on email.

From the perspective of State Library management, the New Jersey Library Network is ALL about promoting equity of access. Its primary purpose is to assure that the baseline for all New Jersey libraries is met so the end users - the people of New Jersey - have essential services no matter where they live."

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Consultant: An objective of the Infrastructure Study was to explore what JerseyConnect is and is not. Some libraries view the technology help they're given as just "technology items" (like from a store) - where the State Library views it as equity of access, to assure that the baseline of all NJ libraries is met so the end user - the citizen of New Jersey - has essential services no matter where they live. Emphasizing that Jersey Connect is an avenue to deliver internet access. It is a partnership. It is not a vendor or a store. And while it's true that access to the Internet can be cheaper in the private sector, there's no provider that I'm aware of where "equity of access" is a core value.

Mary Chute, New Jersey State Librarian:

"I appreciate the time taken in the body of the document to describe efforts made in the course of this study to elicit a broad spectrum of candid and straightforward input.

I appreciate that in the 'future' section you refer not to 'JerseyConnect' by name, (which would assume its continuance into the future is an absolute given) but to the State Library Network investments in technology, allowing for the vehicle and tools evolving in the future.

In contracting for the study, we understood that there were varying technological needs throughout the state and that those needs were basic in some areas and more sophisticated in others. Understanding the state library role of striving to support equity of access – we never seriously expected to walk away from providing some technological support. We recognized from the beginning that there were areas where there was no other internet access option.

From a higher perspective, one fortuitous aspect of this study is its timing. It was definitely time for a review of where we invest our statewide services dollars and what the current prioritization is of: professional development, delivery, technological infrastructure, interlibrary loan, electronic resources, and more.

It was critical that we listen and be open to understanding current needs. We needed to be willing to adapt and change direction if we heard that some of the services we are currently providing are no longer needed or are no longer highly prioritized. We have not heard that message yet – at least not throughout the state. Areas remain where equity of access is still a critical barrier. In another three years, these questions need to be posed again, and next time the answer may well be different. NJSL is not going to continue to provide any given service just because we have done so historically. Once a service is no longer providing value, we need to advance to addressing the next priority.

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Because of the concerted effort to question and to listen, the “opportunities” section of this report is an exceptionally valuable piece. In this section, there are paths to expansion as well as areas where we could perform more effectively.

The technology strategic plan (as recommended by the consultant) would be an excellent next step. It builds on the work in this plan; scanning the environment, assessing needs and opportunities, identifying the particular niche we currently fill, and setting the stage for where we might develop next when funding allows.

The biggest challenge to any of the opportunities is funding. For instance, some opportunities might require an increase in staffing level – chances of increased staff in our current funding environment are exceedingly slim.

There is an aspect of what the JerseyConnect staff do that I would like to see maximized. The JerseyConnect staff are not degreed librarians, but they respond to inquiries as librarians would. They would never turn anyone away without providing an answer, whether or not the inquiring library is technically a current JerseyConnect customer. Perhaps a library was fortunate to have an opportunity to do some renovating and they would benefit from someone talking to them about what the technological ramifications might arise. JerseyConnect staff will make the time to respond. The JerseyConnect team members serve as knowledgeable, independent consultants and very successfully build a genuine interface with their customers.

The idea of being pre-emptive and helping library staff be prepared and more technologically secure in their libraries is a valuable service in its own right.

The “opportunity to provide greater technological leadership in the state” is very worthy and has great appeal.

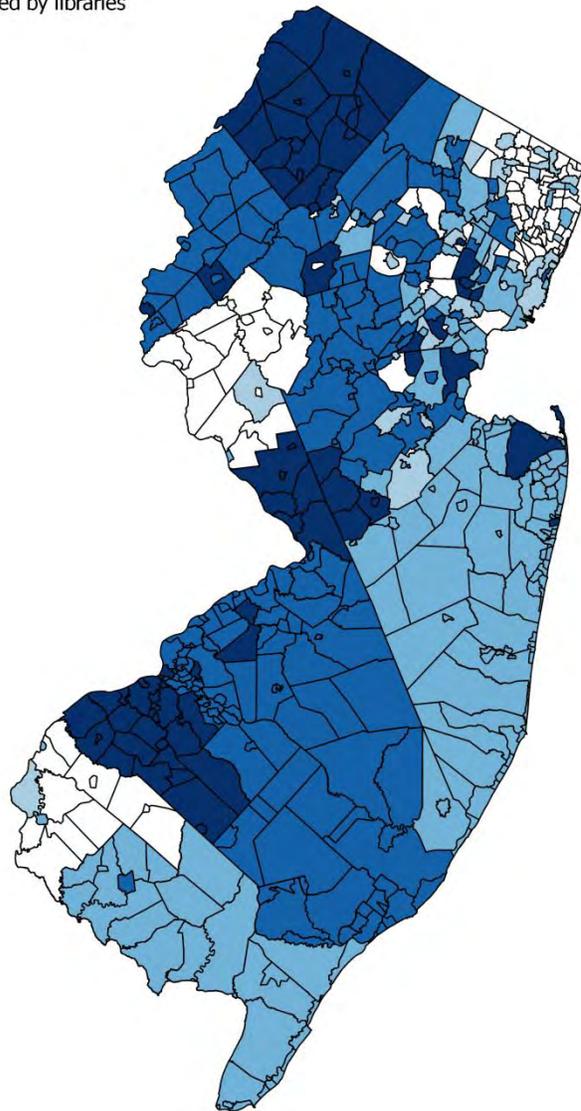
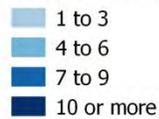
To return to the nebulous concept of a “technology infrastructure study” and its related questions regarding what we were investigating? Were we surveying what JerseyConnect currently provides? Were we assessing the value of the current services? Were we researching what other options are out there? Or, were we projecting what type of technology support will be needed in the future? And, from whose perspective were we seeking answers to any of these questions?”

In summation, I believe you (the consultant) have managed to gather input into each of those areas and accomplish it in a way that extracted varied input from multiple perspectives, while striving to understand their particular circumstances.”

Appendix A: JerseyConnect Services by Client

All data in Appendix A is current as of April 2019.

JerseyConnect services used by libraries



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| | Band-width Report | Cloud Storage / DR file host | DNS Host | Domain Registration | Email Archive | Email Host | Erate Filing Assist | ILS Host | Internet Access | Managed WiFi | Network / Device Mgmt | Network Monitor | QOS policies | Spam / Antivirus Filtering | SSL Cert | Website Hosting | Web Stats |
|--|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| BCCLS | | | | | | | | | | | | | | | | | |
| LMXAC | Y | Y | Y | | | Y | | | Y | | | Y | Y | Y | Y | Y | Y |
| LOGIN | | | | | | | | | | | | | | | | | |
| MAIN | | | Y | | Y | Y | | | | | Y | | | Y | Y | Y | Y |
| PALS PLUS | Y | | Y | | | | | | Y | | Y | Y | | Y | | Y | Y |
| BELS | | | Y | | | | | | | | | | | | | | Y |
| COSLA National Library Training Center | | | | | | | | | | | | | | | | | Y |
| NJDOL | | | | | | | | Y | | | | | | | | | |
| NJSL | Y | Y | Y | Y | | | | | Y | Y | Y | Y | Y | Y | | Y | Y |
| TBBC | Y | | Y | | | | | | Y | Y | Y | Y | Y | Y | | Y | |
| TESU | Y | | | | | | | | Y | | | Y | | | | | |
| | | | | | | | | | | | | | | | | | |
| Absecon Public Library | | | Y | | | | | | | | Y | | | | | | Y |
| Allendale / Lee Memorial Library | | | | | | | | | | | | | | | | | |
| Alpha / W H Walters Free Public Library | | | | | | | | | | | | | | | | | |
| Asbury Park Public Library | Y | Y | Y | | | Y | Y | | Y | Y | Y | Y | | Y | | Y | |
| Atlantic City Free Public Library | | | | | | | | Y | | Y | | | | | Y | Y | |
| Atlantic City Free Public Library - Richmond Branch | | | | | | | | Y | | Y | | | | | Y | Y | |
| Atlantic County Library | Y | | Y | | Y | Y | Y | | Y | | | Y | | Y | | | |
| Atlantic County Library - Brigantine Branch Library | Y | | Y | | | | Y | | Y | | | Y | | Y | | | |

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| | Band-width Report | Cloud Storage / DR file host | DNS Host | Domain Registration | Email Archive | Email Host | Erate Filing Assist | ILS Host | Internet Access | Managed WiFi | Network / Device Mgmt | Network Monitor | QOS policies | Spam / Antivirus Filtering | SSL Cert | Website Hosting | Web Stats |
|--|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Atlantic County Library - Egg Harbor Township Branch Library | Y | | Y | | | | Y | | Y | | | Y | | Y | | | |
| Atlantic County Library - Galloway Township Branch | Y | | Y | | | | Y | | Y | | | Y | | Y | | | |
| Atlantic County Library - Hammonton Branch | Y | | Y | | | | Y | | Y | | | Y | | Y | | | |
| Atlantic County Library - Pleasantville Branch | Y | | Y | | | | Y | | Y | | | Y | | Y | | | |
| Atlantic County Library - Somers Point Branch | Y | | Y | | | | Y | | Y | | | Y | | Y | | | |
| Atlantic County Library - Ventnor Branch | Y | | Y | | | | Y | | Y | | | Y | | Y | | | |
| Atlantic County Library- Egg Harbor City Branch | Y | | Y | | | | Y | | Y | | | Y | | Y | | | |
| Audubon Free Public Library | | Y | Y | | | Y | | Y | | Y | | | | Y | | Y | Y |
| Avalon Free Public Library | | | | | | | | | | | | | | | | | |
| Avon Free Public Library | | | | | | | | | | | | | | | | | |
| Bass River Community Library | Y | | | | | | | | Y | Y | | Y | | | | | |
| Bayonne Free Public Library | | Y | Y | | | Y | | Y | | | | | | Y | | Y | |
| Beach Haven Public Library | | | | | | | | | | | | | | | | | |
| Bedminster-Far Hills / Clarence Dillon Public Library | | | Y | | | Y | | | | | Y | | | Y | Y | Y | |

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| | Band-width Report | Cloud Storage / DR file host | DNS Host | Domain Registration | Email Archive | Email Host | Erate Filing Assist | ILS Host | Internet Access | Managed WiFi | Network / Device Mgmt | Network Monitor | QOS policies | Spam / Antivirus Filtering | SSL Cert | Website Hosting | Web Stats |
|--|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Belleville Public Library and Information Center | | | Y | | Y | Y | | | | Y | Y | | | Y | | Y | |
| Belmar Public Library | | | | | | | | | | | | | | | | | |
| Bergenfield Public Library | | | | | | | | | | | | | | | | | |
| Berkeley Heights Free Public Library | | Y | | | | Y | | | | | Y | | | Y | | | |
| Berlin Borough / Marie Fleche Memorial Library | | | | | Y | Y | | | | | | | | Y | | | |
| Berlin Township / John J McPeak Library | | | | | | | | | | | | | | | | | |
| Bernards Township Library | | Y | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Bernardsville Public Library | | Y | Y | | | Y | | | | Y | | | | Y | Y | Y | Y |
| Beverly Free Library | | | | | Y | Y | | | | Y | | | | Y | | | |
| Bloomfield Public Library | | | | | | Y | | | | | | | | Y | | | |
| Bloomingdale Free Public Library | Y | | Y | | | | | | Y | | | Y | | Y | | | |
| Bogota Public Library | | | Y | | | | | | | | | | | | Y | Y | |
| Boonton Holmes Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Bradley Beach Public Library | | | Y | | | | | | | | | | | | | Y | Y |
| Bridgeton Free Public Library | Y | | | | Y | Y | Y | | Y | Y | Y | Y | | Y | | | |
| Brielle Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Bunnvale Library | | | | | | | | | | | | | | | | | |
| Burlington County Library | Y | | | | Y | Y | | | Y | Y | | Y | | Y | | | |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Burlington County Library - Bordentown Branch Library | Y | | | | Y | Y | | | Y | Y | | Y | | | | | |
| Burlington County Library - Cinnaminson Branch Library | Y | | | | Y | Y | | | Y | Y | | Y | | | | | |
| Burlington County Library - Evesham Branch Library | Y | | | | Y | Y | | | Y | Y | | Y | | | | | |
| Burlington County Library - Lyceum of History and Natural Science | | | | | Y | Y | | | | Y | | | Y | | | | |
| Burlington County Library - Maple Shade Branch | Y | | | | Y | Y | | | Y | Y | | Y | | | | | |
| Burlington County Library - Pemberton Community Library | Y | | | | Y | Y | | | Y | Y | | Y | | | | | |
| Burlington County Library - Pinelands Branch Library | Y | | | | Y | Y | | | Y | Y | | Y | | | | | |
| Burlington County Library - Riverton Branch Library | Y | | | | Y | Y | | | Y | Y | | Y | | | | | |
| Burlington Library Company | | | | | Y | Y | | | | Y | | | Y | | | | |
| Butler Public Library | | | Y | | Y | Y | | | | | | | Y | Y | Y | Y | |
| Caldwell Free Public Library | Y | Y | Y | | | Y | | | Y | | | Y | Y | Y | Y | Y | |
| Camden County Library | Y | Y | Y | | | | Y | | Y | | Y | Y | | Y | Y | | |
| Camden County Library - Anthony P Infanti - Bellmawr | Y | Y | Y | | | | Y | | Y | | Y | Y | | Y | Y | | |

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|--|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Branch | | | | | | | | | | | | | | | | | |
| Camden County Library - Gloucester Township Blackwood Rotary Branch Library | Y | Y | Y | | | | Y | | Y | | Y | Y | Y | | Y | Y | |
| Camden County Library - Merchantville Reading Center | Y | Y | Y | | | | Y | | Y | | Y | Y | | | Y | Y | |
| Camden County Library - Riletta L Cream Ferry Avenue Branch | Y | Y | Y | | | | Y | | Y | | Y | Y | | | Y | Y | |
| Camden County Library - South County Regional Branch Library | Y | Y | Y | | | | Y | | Y | | Y | Y | | | Y | Y | |
| Camden County Library - William G Rohrer Memorial Library - Haddon Township Branch | Y | Y | Y | | | | Y | | Y | | Y | Y | | | Y | Y | |
| Camden County Library- Nilsa I Cruz Downtown Branch on Rutgers Campus | Y | Y | Y | | | | Y | | Y | | Y | Y | | | Y | Y | |
| Cape May County Library | Y | | | | | | | | Y | | Y | Y | | | | | |
| Cape May County Library - Cape May Branch | Y | | | | | | | | Y | | Y | Y | | | | | |
| Cape May County Library - Lower Cape Branch | Y | | | | | | | | Y | | Y | Y | | | | | |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Cape May County Library - Sea Isle City Branch | Y | | | | | | | | Y | | Y | Y | | | | | |
| Cape May County Library - Stone Harbor Branch | Y | | | | | | | | Y | | Y | Y | | | | | |
| Cape May County Library - Upper Cape Branch | Y | | | | | | | | Y | | Y | Y | | | | | |
| Cape May County Library - Wildwood Crest Branch | Y | | | | | | | | Y | | Y | Y | | | | | |
| Cape May County Library - Woodbine Branch | Y | | | | | | | | Y | | Y | Y | | | | | |
| Carlstadt / William E Dermody Public Library | | | | | | | | | | | | | | | | | |
| Carteret Free Public Library | | | Y | | | Y | | | | | Y | | | Y | | Y | |
| Cedar Grove Free Public Library | Y | | Y | | | | | | Y | | | Y | | Y | | | |
| Chatham's Joint Free Public Library | | | Y | | | | | | | | | | | Y | Y | Y | Y |
| Cherry Hill Public Library | | | | | | | | | | | | | | | Y | Y | |
| Chester Library | Y | Y | Y | | Y | Y | | | Y | | | Y | | Y | Y | Y | Y |
| Clark Public Library | | Y | Y | | | Y | | | | | | | | Y | | Y | |
| Cliffside Park Free Public Library | | | | | | | | | | | | | | | | | |
| Clifton Public Library | Y | | Y | | | | | | Y | Y | | Y | | Y | | Y | Y |
| Clifton Public Library - Allwood Branch | Y | | Y | | | | | | Y | Y | | Y | | Y | | Y | Y |
| Closter Public Library | | | Y | | | | | | | | | | | | | Y | |

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|--|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Collingswood Public Library | Y | Y | Y | | | Y | | Y | Y | | Y | Y | | Y | | | |
| Cranbury Public Library | | | Y | Y | | Y | | | | | | | | Y | | Y | |
| Cranford Public Library | | | Y | | | | | | | Y | | | | | | Y | Y |
| Cresskill Public Library | | | | | | | | | | | | | | | | | |
| Crosswicks Community Library | | | | | Y | Y | | | | Y | | | | Y | | | |
| Cumberland County Library | Y | | Y | | | | Y | | Y | | | Y | | | | | |
| Delanco Public Library | | | | | Y | Y | | | | Y | | | | Y | | | |
| Demarest Public Library | | Y | | Y | | | | | | Y | | | | | Y | Y | |
| Denville Free Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Deptford Public Library | Y | | Y | | | Y | Y | | Y | | Y | Y | | Y | | Y | |
| Dover Free Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Dumont / Dixon Homestead Library | | | | | | | | | | | | | | | | | |
| Dunellen Free Public Library | | | | | | Y | | | | Y | | | | Y | | | |
| East Brunswick Public Library | Y | Y | Y | | | | Y | | Y | | Y | Y | | Y | | Y | |
| East Hanover Township Free Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| East Orange Public Library | Y | | Y | | | Y | | | Y | | | Y | | Y | | Y | Y |
| East Orange Public Library - Ampere Branch | Y | | Y | | | Y | | | Y | | | Y | | Y | | Y | Y |
| East Orange Public Library - Elmwood Branch | Y | | Y | | | Y | | | Y | | | Y | | Y | | Y | Y |
| East Orange Public Library - Franklin Branch | Y | | Y | | | Y | | | Y | | | Y | | Y | | Y | Y |
| East Rutherford Memorial | | | | | | | | | | | | | | | | | |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Library | | | | | | | | | | | | | | | | | |
| Eatontown Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Edgewater Free Public Library | | | Y | | | | | | | | | | | | | | |
| Edison Township Free Public Library | | | Y | | | Y | | | | | | | | Y | Y | Y | Y |
| Edison Township Free Public Library - Clara Barton Branch | | | Y | | | Y | | | | | | | | Y | Y | Y | Y |
| Edison Township Free Public Library - North Edison Branch | | | Y | | | Y | | | | | | | | Y | Y | Y | Y |
| Elizabeth Free Public Library | | | | | | | | | | | | | | | | | |
| Elizabeth Free Public Library - Elmora Branch | | | | | | | | | | | | | | | | | |
| Elizabeth Free Public Library - Lacorte Branch | | | | | | | | | | | | | | | | | |
| Elizabeth Free Public Library - Port Branch | | | | | | | | | | | | | | | | | |
| Elmer Public Library | | | | | | | | | | | | | | | | | |
| Elmwood Park Public Library | | | | | | | | | | | | | | | | | |
| Emerson Public Library | | | | | | | | | | | | | | | | | |
| Englewood Library | | Y | Y | | | | | | | | | | | | Y | Y | |
| Fair Haven Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Fair Lawn / Maurice M Pine Free Public Library | | | | | | | | | | | | | | | | | |
| Fairfield Free Public Library / Anthony Pio Costa Memorial | Y | | Y | | | | | | Y | | | Y | | Y | | Y | |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Library | | | | | | | | | | | | | | | | | |
| Fairview Free Public Library | | | | | | | | | | | | | | | | | |
| Fanwood Memorial Library | | | Y | | | Y | | | | Y | | | | Y | | Y | Y |
| Flemington Free Public Library | | | | | | | | | | | | | | | | | |
| Florence Township Public Library | | | | | Y | Y | | | | Y | | | | Y | | | |
| Florham Park Free Public Library | | Y | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Fort Lee Free Public Library | | | | | | | | | | | | | | | | | |
| Franklin Lakes Free Public Library | | | | | | | | | | | | | | | | | |
| Franklin Township Free Public Library (Gloucester) | | | Y | Y | | Y | | | | Y | | | | Y | | Y | |
| Franklin Township Free Public Library (Somerset) | | | | | | | | | | | | | | | | | |
| Franklin Township Free Public Library - Park Branch (Somerset) | | | | | | | | | | | | | | | | | |
| Freehold Public Library | | | | | | | | | | | | | | | | | |
| Frenchtown Public Library | | | | | | | | | | | | | | | | | |
| Garfield Free Public Library | | | | | | | | | | | | | | | | | |
| Garwood Free Public Library | | | | | | | | | | | | | | | | | |
| Glen Ridge Free Public Library | | | | | | Y | | | | | | | | Y | | | |
| Glen Rock Public Library | | | | | | | | | | | | | | | | | |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Gloucester City Library | Y | | Y | | | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| Gloucester County Library System - Swedesboro Branch | Y | Y | Y | | | Y | | | Y | Y | Y | Y | Y | | | Y | |
| Gloucester County Library System | Y | Y | Y | | | Y | | | Y | Y | Y | Y | Y | | | Y | |
| Gloucester County Library System - Greenwich Branch | Y | Y | Y | | | Y | | | Y | Y | Y | Y | Y | | | Y | |
| Gloucester County Library System - Glassboro Public Library Branch | Y | Y | Y | | | Y | | | Y | Y | Y | Y | Y | | | Y | |
| Gloucester County Library System - Logan Township Branch Library | Y | Y | Y | | | Y | | | Y | Y | Y | Y | Y | | | Y | |
| Hackensack / Johnson Free Public Library | | | | | | | | | | | | | | | | | |
| Hackettstown Free Public Library | | Y | Y | | | Y | | | | Y | | | Y | | | | |
| Haddon Heights Public Library | | | Y | | | Y | | Y | | | Y | | Y | | | Y | Y |
| Haddonfield Public Library | Y | | Y | | | Y | Y | | Y | Y | Y | Y | Y | | | Y | |
| Haledon Public Library | Y | | Y | | | | | | Y | | | Y | Y | | | Y | |
| Hamilton Free Public Library | Y | | Y | | | Y | | Y | Y | Y | Y | Y | Y | Y | Y | Y | |
| Harding Township Library | | | Y | | Y | Y | | | | | | | Y | Y | Y | Y | Y |
| Harrington Park Public Library | | | | | | | | | | | | | | | | | |
| Harrison Public Library | | | | | | | | | | | | | | | | | |

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|--|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Hasbrouck Heights Free Public Library | | | | | | | | | | | | | | | | | |
| Haworth Municipal Library | | | Y | | | | | | | Y | | | | | | Y | |
| Hawthorne / Louis Bay 2nd Library and Community Center | | | | | | | | | | Y | | | | | | | |
| High Bridge Public Library | | | | | | | | | | | | | | | | | |
| Highland Park Public Library | | | Y | | | Y | | | | Y | | Y | | Y | Y | Y | Y |
| Hillsdale Free Public Library | | | | | | | | | | Y | | | | | | | |
| Hillside Public Library | | | Y | | | Y | | | | | Y | | Y | Y | Y | | |
| Ho-Ho-Kus / Worth Pinkham Memorial Library | | | | | | | | | | | | | | | | | |
| Hoboken Public Library | Y | | | | | | Y | | Y | Y | Y | Y | | | | | |
| Hoboken Public Library Annex | Y | | | | | | Y | | Y | Y | Y | Y | | | | | |
| Holland Township Library | | | | | | | | | | | | | | | | | |
| Hopewell Public Library | | Y | Y | | | Y | | Y | | Y | | | | Y | | | |
| Hunterdon County Library | | | | | | | | | | | | | | | | | |
| Hunterdon County Library - North County Branch | | | | | | | | | | | | | | | | | |
| Hunterdon County Library - South County Branch | | | | | | | | | | | | | | | | | |
| Interlaken Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Irvington Public Library | Y | | Y | | | Y | Y | | Y | Y | Y | Y | | Y | | Y | Y |
| Jamesburg | | | Y | | | Y | | | | | | | | Y | Y | Y | Y |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Public Library | | | | | | | | | | | | | | | | | |
| Jefferson Township Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Jersey City Free Public Library | | | | | | | | | | | | | | | | | |
| Jersey City Free Public Library - Biblioteca Criolla | | | | | | | | | | | | | | | | | |
| Jersey City Free Public Library - Fiver Corners Branch | | | | | | | | | | | | | | | | | |
| Jersey City Free Public Library - Glenn Cunningham Branch | | | | | | | | | | | | | | | | | |
| Jersey City Free Public Library - Greenville Branch | | | | | | | | | | | | | | | | | |
| Jersey City Free Public Library - Heights Branch | | | | | | | | | | | | | | | | | |
| Jersey City Free Public Library - Lafayette Branch | | | | | | | | | | | | | | | | | |
| Jersey City Free Public Library - Marion Branch | | | | | | | | | | | | | | | | | |
| Jersey City Free Public Library - Miller Branch | | | | | | | | | | | | | | | | | |
| Jersey City Free Public Library - Pavonia Branch | | | | | | | | | | | | | | | | | |
| Jersey City Free Public Library - West Bergen Branch | | | | | | | | | | | | | | | | | |
| Keansburg Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Kearny Public Library | | | Y | | | Y | | | | Y | | | | Y | | Y | |

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|--|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Kearny Public Library - Kearny Branch Library | | | Y | | | Y | | | | | Y | | | Y | | Y | |
| Kenilworth Public Library | | Y | Y | | | Y | | | | | | | | Y | Y | Y | Y |
| Keyport Free Public Library | | | Y | | | Y | | | | | | | | Y | | Y | |
| Kinnelon Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Lambertville Free Public Library | | | Y | | | Y | | | | | | | | Y | | Y | Y |
| Leonia Public Library | | | | | | | | | | | | | | | | | |
| Lincoln Park Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Linden Free Public Library | | | Y | | | Y | | | | Y | Y | | | Y | | | |
| Linwood Public Library | | | | | | | | | | | | | | | | | |
| Little Falls Public Library | Y | | Y | | | | | | Y | | | Y | | Y | | | |
| Little Ferry Free Public Library | | | | | | | | | | | | | | | | | |
| Little Silver Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Livingston Public Library | | | | | | | | | | | | | | | | | |
| Lodi Memorial Library | | | | | | | | | | | | | | | | | |
| Long Branch Free Public Library | | | | | | | | | | | | | | | | | |
| Long Branch Free Public Library - Elberon Branch | | | | | | | | | | | | | | | | | |
| Long Hill Township Free Public Library | | Y | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Longport Public Library | | | Y | | | Y | | | | | | | | Y | | Y | Y |
| Lyndhurst Free Public Library | | | | | | | | | | | | | | | | | |
| Madison Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Mahwah Free | | | | | | | | | | | | | | | | | |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Public Library | | | | | | | | | | | | | | | | | |
| Manasquan Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Maplewood Memorial Library | Y | Y | Y | | | Y | Y | | Y | | Y | Y | | Y | Y | Y | Y |
| Maplewood Memorial Library - Hilton Branch | Y | Y | Y | | | Y | Y | | Y | | Y | Y | | Y | Y | Y | Y |
| Margate City Public Library | | | | | | | | | | | | | | | | | |
| Matawan-Aberdeen Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Maywood Public Library | | | | | | | | | | | | | | | | | |
| Mendham Borough Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Mendham Township Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Mercer County Library - Ewing Branch Library | Y | | Y | | Y | Y | Y | | Y | Y | Y | Y | Y | Y | Y | Y | |
| Mercer County Library - Hickory Corner Branch | Y | | Y | | Y | Y | Y | | Y | Y | Y | Y | Y | Y | Y | Y | |
| Mercer County Library - Hightstown Memorial Branch Library | Y | | Y | | Y | Y | Y | | Y | Y | Y | Y | Y | Y | Y | Y | |
| Mercer County Library - Hollowbrook Branch | | | Y | | Y | Y | Y | | | Y | | | Y | Y | | Y | |
| Mercer County Library - Hopewell Township Branch | Y | | Y | | Y | Y | Y | | Y | Y | Y | Y | Y | Y | Y | Y | |
| Mercer County Library - Lawrence | Y | | Y | | Y | Y | Y | | Y | Y | Y | Y | Y | Y | Y | Y | |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Headquarters | | | | | | | | | | | | | | | | | |
| Mercer County Library - Robbinsville Branch | Y | | Y | | Y | Y | Y | | Y | Y | Y | Y | Y | Y | Y | Y | |
| Mercer County Library - Twin Rivers Branch Library | Y | | Y | | Y | Y | Y | | Y | Y | Y | Y | Y | Y | Y | Y | |
| Mercer County Library - West Windsor Branch Library | Y | | Y | | Y | Y | Y | | Y | Y | Y | Y | Y | Y | Y | Y | |
| Metuchen Public Library | | | Y | | | Y | | | | Y | | | | Y | Y | Y | Y |
| Middlesex Public Library | | Y | Y | | | Y | | | | Y | | | | Y | Y | Y | Y |
| Middletown Township Public Library | Y | Y | Y | | | Y | Y | | Y | | Y | Y | | Y | | Y | |
| Midland Park Memorial Library | | | | | | | | | | Y | | | | | | | |
| Milford Public Library | | | | | | | | | | | | | | | | | |
| Millburn Free Public Library | | | | | | | | | | | | | | | | | |
| Milltown Public Library | | | Y | | | Y | | | | | | | | Y | Y | Y | Y |
| Millville Public Library | Y | | | | | | Y | | Y | Y | | Y | | | | | |
| Monmouth Beach Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Monmouth County Library | Y | | Y | | | Y | | | Y | | | Y | | Y | | | |
| Monmouth County Library - Allentown Branch Library | | | Y | | | Y | | | | | | | | Y | | | |
| Monmouth County Library - Atlantic Highlands Branch | | | Y | | | Y | | | | | | | | Y | | | |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Monmouth County Library - Colts Neck Branch Library | | | Y | | | Y | | | | | | | | Y | | | |
| Monmouth County Library - Eastern Branch Library | Y | | Y | | | Y | | | Y | | | Y | | Y | | | |
| Monmouth County Library - Hazlet Township Library | | | Y | | | Y | | | | | | | | Y | | | |
| Monmouth County Library - Holmdel Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Monmouth County Library - Howell Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Monmouth County Library - Marlboro Library | | | Y | | | Y | | | | | | | | Y | | | |
| Monmouth County Library - Ocean Twp Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Monmouth County Library - Oceanport Library | | | Y | | | Y | | | | | | | | Y | | | |
| Monmouth County Library - Wall Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Monmouth County Library - West Long Branch | | | Y | | | Y | | | | | | | | Y | | | |
| Monroe Township Free Public Library (Gloucester) | Y | | | | | | Y | | Y | | Y | Y | | | | | |
| Monroe Township Public Library | | | | | | Y | | | | | | | | Y | | | |

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| (Middlesex) | | | | | | | | | | | | | | | | | |
| Montclair Public Library | | | Y | Y | | | | | | | | | | | Y | Y | |
| Montvale Free Public Library | | | | | | | | | | | | | | | | | |
| Montville Township Public Library | | | | | | | | | | | | | | | | | |
| Moorestown Library | | | | | | | | | | | | | | | | Y | |
| Morris County Library | | | | | | | | | | | | | | | | | |
| Morris Plains Library | | | Y | | Y | Y | | | | | | | Y | Y | Y | Y | |
| Morristown - Morris Township Joint Free Public Library | | | Y | | Y | Y | | | | | | | | | | | |
| Mount Arlington Public Library | | | Y | | Y | Y | | | | | | | | | | | |
| Mount Laurel Library | Y | Y | Y | Y | Y | Y | Y | | Y | | Y | Y | | Y | Y | Y | Y |
| Mount Olive Public Library | | | Y | | Y | Y | | | | | | | Y | Y | Y | Y | |
| Mountain Lakes Free Public Library | | | Y | | Y | Y | | | | | | | | | | | |
| Mountainside Public Library | Y | | Y | | Y | Y | Y | | Y | | | Y | | | | | |
| Neptune City Library | | | Y | | | Y | | | | | | | | Y | | | |
| Neptune Township Public Library | | | | | | | | | | | | | | | | Y | |
| New Brunswick Free Public Library | | Y | Y | | | Y | | | | Y | | | | Y | Y | Y | Y |
| New Milford Public Library | | | Y | | | | | | | Y | Y | | | | | Y | |
| New Providence Memorial Library | | | Y | | | Y | | | | Y | | | | Y | | Y | |
| Newark Public Library | Y | Y | Y | | | | | | Y | | | Y | Y | | | | |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Newark Public Library - Branch Brook Branch | Y | Y | Y | | | | | | Y | | | Y | Y | | | | |
| Newark Public Library - Clinton Branch | Y | Y | Y | | | | | | Y | | | Y | Y | | | | |
| Newark Public Library - North End Branch | Y | Y | Y | | | | | | Y | | | Y | Y | | | | |
| Newark Public Library - Springfield Branch | Y | Y | Y | | | | | | Y | | | Y | Y | | | | |
| Newark Public Library - Valisburg Branch | Y | Y | Y | | | | | | Y | | | Y | Y | | | | |
| Newark Public Library - Van Buren Branch | Y | Y | Y | | | | | | Y | | | Y | Y | | | | |
| Newark Public Library - Weequahic Branch | Y | Y | Y | | | | | | Y | | | Y | Y | | | | |
| Newfield Public Library | Y | | Y | | | | | | Y | Y | | Y | | | | | |
| North Arlington Public Library | | | | | | | | | | | | | | | | Y | |
| North Bergen Free Public Library | | | | | | | | | | | | | | | | | |
| North Brunswick Free Public Library | | | | | | Y | | | | Y | | | Y | | | | |
| North Haledon Free Public Library | Y | | Y | | | | | | Y | | | Y | | Y | | Y | Y |
| Northfield / Otto Bruyns Public Library | | | Y | | | Y | | Y | | Y | | | Y | | | Y | |
| Northvale Public Library | | | | | | | | | | | | | | | | | |
| Norwood Public Library | | | | | | | | | | | | | | | | | |
| Nutley Free Public Library | | | | | | | | | | | | | | | | | |
| Oakland Public Library | | | Y | | | | | | | | | | | | Y | Y | |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Oaklyn Memorial Library | | | | | | | | | | | | | | | | | |
| Ocean City Free Public Library | Y | | Y | | | | | | Y | Y | Y | Y | | | | | |
| Ocean County Library - Barnegat Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Bay Head Reading Center | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Beachwood Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Berkeley Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Brick Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Island Heights Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Jackson Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Lacey Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Lakewood Branch | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Little Egg Harbor Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Long Beach Island Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |

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| Ocean County Library - Manchester Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Plumsted Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Point Pleasant Beach Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Point Pleasant Boro Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Stafford Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Toms River Branch | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Tuckerton Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Upper Shores Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Waretown Branch Library | Y | | Y | | | | | | Y | | | Y | | | | | |
| Ocean County Library - Whiting Reading Center | Y | | Y | | | | | | Y | | | Y | | | | | |
| Old Bridge Public Library | | | Y | | | Y | | | | | | | Y | Y | Y | Y | |
| Old Bridge Public Library - Laurence Harbor Branch | | | Y | | | Y | | | | | | | Y | Y | Y | Y | |
| Old Tappan Free Public Library | | | | | | | | | | | | | | | | | |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Oradell Public Library | | | | | | | | | | | | | | | | | |
| Orange Public Library | | | Y | | | Y | | | | | Y | | | Y | | Y | |
| Oxford Public Library | | | | | | | | | | | | | | | | Y | |
| Palisades Park Free Public Library | | | | | | | | | | Y | | | | | | | |
| Paramus Public Library | | | | | | | | | | | | | | | | | |
| Paramus Public Library - Charles Reid Branch | | | | | | | | | | | | | | | | | |
| Park Ridge Free Public Library | | | | | | | | | | Y | | | | | | | |
| Parsippany-Troy Hills Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Parsippany-Troy Hills Public Library - Mount Tabor Branch | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Parsippany-Troy Hills Public Library-Lake Hiawatha Branch | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Passaic Public Library | Y | | | | | | | | Y | | | Y | | Y | | | |
| Passaic Public Library - Reid Memorial Branch | Y | | | | | | | | Y | | | Y | | Y | | | |
| Paterson Free Public Library | Y | Y | Y | | | | | | Y | Y | | Y | | Y | | Y | Y |
| Paterson Free Public Library - Northside Branch | Y | Y | Y | | | | | | Y | Y | | Y | | Y | | Y | Y |
| Paterson Free Public Library - Totowa Branch | Y | Y | Y | | | | | | Y | Y | | Y | | Y | | Y | Y |
| Paterson Free Public Library-South Paterson | Y | Y | Y | | | | | | Y | Y | | Y | | Y | | Y | Y |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Branch | | | | | | | | | | | | | | | | | |
| Paulsboro / Gill Memorial Library | | | | | | | | | | | | | | | | | |
| Pennington Free Public Library | | | Y | | | Y | | | | | | | | Y | Y | Y | Y |
| Pennsauken Free Public Library | | | Y | | | Y | | | | | | | | | | Y | |
| Pennsville Public Library | Y | | | | | | | | Y | | | Y | | | | | |
| Pequannock Township Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Perth Amboy Free Public Library | | | Y | | | Y | | | | | | | | Y | Y | Y | Y |
| Phillipsburg Free Public Library | Y | Y | Y | | Y | Y | Y | | Y | Y | Y | Y | | Y | Y | Y | |
| Piscataway Public Library - J W Westergard Branch | | | | | | | | | | | | | | | | | |
| Piscataway Public Library - John F Kennedy Library | | | | | | | | | | | | | | | | | |
| Pitman / McCowan Memorial Library | | | | | | | | | | | | | | | | | |
| Plainfield Public Library | Y | Y | Y | | Y | Y | Y | | Y | | Y | Y | Y | Y | | Y | |
| Plainsboro Public Library | | | Y | | Y | Y | | | | Y | | | | Y | Y | Y | Y |
| Pompton Lakes Borough Free Public Library | Y | Y | Y | | | | | | Y | | | Y | | Y | Y | Y | Y |
| Princeton Public Library | | Y | | | | | | | | Y | | | | | | | |
| Rahway Public Library | | | Y | | | Y | | Y | | | Y | | | Y | | Y | |
| Ramsey Free | | | | | | | | | | Y | | | | | | | |

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|--|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Public Library | | | | | | | | | | | | | | | | | |
| Randolph Township Free Public Library | | | Y | Y | | Y | | | | | | | | Y | | | |
| Raritan Public Library | | | | | | | | | | | | | | Y | | | |
| Readington Township Library | | | | | | | | | | | | | | | | | |
| Red Bank Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Ridgefield Free Public Library | | | | | | | | | | | | | | | | | |
| Ridgefield Park Public Library | | | | | | | | | | | | | | | | | |
| Ridgewood Public Library | | | | | | | | | | | | | | | | | |
| Ringwood Public Library | Y | | Y | | | | | | Y | | | Y | | Y | | | |
| River Edge Free Public Library | | | | | | | | | | | | | | | | | |
| River Vale Public Library | | | | | | | | | | Y | | | | | | | |
| Riverdale Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Riverside Public Library | | | | | Y | Y | | | | Y | | | | Y | | | |
| Rochelle Park Public Library | | | Y | Y | | | | | | | | | | | | Y | |
| Rockaway Borough Free Public Library | | | Y | | Y | Y | | | | | | | | | | | |
| Rockaway Township Public Library | | Y | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Rockaway Township Public Library - Hibernia Branch | | Y | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Roseland Free Public Library | | | Y | | | Y | | | | Y | Y | | | Y | | | |
| Roselle Free Public Library | | | Y | | | Y | | | | | | | | Y | Y | Y | Y |
| Roselle Park / Veteran's Memorial Library | | | Y | | | | | | | Y | | | | Y | Y | Y | Y |

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|---|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Roxbury Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Rumson / Oceanic Free Library | | | Y | | | Y | | | | | | | | Y | | | |
| Runnemede Public Library | | | | | | | | | | | | | | | | | |
| Rutherford Free Public Library | | | | | | | | | | | | | | | | | |
| Saddle Brook Free Public Library | | | | | | | | | | | | | | | | | |
| Salem Free Public Library | Y | | | | | | Y | | Y | | | Y | | | | | |
| Sayreville Free Public Library | | Y | Y | | | Y | | | | | | | | Y | Y | Y | Y |
| Scotch Plains Public Library | | | | | | | | | | Y | | | | | | Y | |
| Sea Bright Library - J W Ross Cultural Arts Center | | | Y | | | Y | | | | | | | | Y | | | |
| Sea Girt Library | | | Y | | | Y | | | | | | | | Y | | | |
| Secaucus Free Public Library | | | Y | | | | | | | | | | | | | Y | |
| Somerset County Library | Y | Y | Y | | | | Y | | Y | Y | Y | Y | | | | | |
| Somerset County Library - Bound Brook Memorial Library | Y | Y | Y | | | | Y | | Y | Y | Y | Y | | | | | |
| Somerset County Library - Hillsborough Branch Library | Y | Y | Y | | | | Y | | Y | Y | Y | Y | | | | | |
| Somerset County Library - Manville Branch Library | Y | Y | Y | | | | Y | | Y | Y | Y | Y | | | | | |
| Somerset County Library - Mary Jacobs Branch Library | Y | Y | Y | | | | Y | | Y | Y | Y | Y | | | | | |
| Somerset County Library - North Plainfield | Y | Y | Y | | | | Y | | Y | Y | Y | Y | | | | | |

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| Branch Library | | | | | | | | | | | | | | | | | |
| Somerset County Library - Peapack Gladstone Branch Library | Y | Y | Y | | | | Y | | Y | Y | Y | Y | | | | | |
| Somerset County Library - Somerville Branch Library | Y | Y | Y | | | | Y | | Y | Y | Y | Y | | | | | |
| Somerset County Library - Votek Office | Y | | | | | | | | Y | Y | | Y | | | | | |
| Somerset County Library - Warren Township Branch Library | Y | Y | Y | | | | Y | | Y | Y | Y | Y | | | | | |
| Somerset County Library - Watchung Branch Library | Y | Y | Y | | | | Y | | Y | Y | Y | Y | | | | | |
| South Amboy / Sadie Pope Dowdell Library | Y | | Y | | | | Y | | Y | | Y | Y | Y | Y | | Y | |
| South Brunswick Public Library | | | Y | | | Y | | | | | Y | | | Y | Y | Y | Y |
| South Orange Public Library | Y | Y | Y | | | Y | Y | | Y | Y | Y | Y | | Y | | Y | |
| South Plainfield Free Public Library | Y | Y | Y | | | Y | Y | | Y | | Y | Y | Y | Y | | | |
| South River Public Library | | | | | | Y | | | | | | | | Y | | Y | |
| Sparta Public Library | | Y | Y | Y | Y | Y | | | | Y | | | | Y | Y | Y | |
| Spotswood Public Library | | | Y | | | | | | | Y | | | | Y | | Y | |
| Spring Lake Public Library | | | | | | | | | | | | | | | | | |
| Springfield Free Public Library | | | Y | | | Y | | | | Y | Y | | | Y | | Y | |
| Stratford Public Library | | | Y | | | Y | | | | | | | | | | | |
| Summit Free | | | | | | | | | | | Y | | | | Y | Y | |

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| Public Library | | | | | | | | | | | | | | | | | |
| Sussex County Library System | Y | | Y | | | Y | | | Y | Y | Y | Y | | Y | | Y | Y |
| Sussex County Library System - Dennis Memorial Branch Library | Y | | Y | | | Y | | | Y | Y | Y | Y | | Y | | Y | Y |
| Sussex County Library System - Dorothy Henry Branch | Y | | Y | | | Y | | | Y | Y | Y | Y | | Y | | Y | Y |
| Sussex County Library System - E Louise Childs Memorial Library | Y | | Y | | | Y | | | Y | Y | Y | Y | | Y | | Y | Y |
| Sussex County Library System - Franklin Branch Library | Y | | Y | | | Y | | | Y | Y | Y | Y | | Y | | Y | Y |
| Sussex County Library System - Sussex-Wantage Branch Library | Y | | Y | | | Y | | | Y | Y | Y | Y | | Y | | Y | Y |
| Teaneck Public Library | | | | | | | | | | | | | | | | | |
| Tenafly Free Public Library | | | | | | | | | | | | | | | | | |
| Tewksbury Twp Public Library | | | | | | | | | | | | | | | | | |
| Three Bridges Library | | | | | | | | | | | | | | | | | |
| Tinton Falls Public Library | | | Y | | | Y | | | | | | | | Y | | | |
| Totowa / Dwight D Eisenhower Library | Y | | Y | | | | | | Y | | | Y | | Y | | | |
| Trenton Free Public Library | Y | | Y | | | Y | | | Y | Y | | Y | | Y | | | |
| Union Beach Memorial Library | | | Y | | | Y | | | | | | | | Y | | | |
| Union City Public Library - Summit Avenue | Y | | Y | | | Y | | | Y | | | Y | | Y | | Y | |

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| Branch | | | | | | | | | | | | | | | | | |
| Union City Public Library (Hudson) | Y | | Y | | | Y | | | Y | | | Y | | | | Y | |
| Union Public Library - Vauxhall Branch Library | | Y | | | | | | | | | | | | | | | |
| Union Public Library (Union) | | Y | | | | | | | | | | | | | | | |
| Upper Saddle River Public Library | | | | | | | | | | | | | | | | | |
| Verona Free Public Library | Y | | Y | | | | | | Y | | Y | Y | | Y | Y | Y | |
| Vincentown / Sally Stretch Keen Memorial Library | | | | | Y | Y | | | | Y | | | | Y | | | |
| Vineland Public Library | Y | | | | | | Y | | Y | | | Y | | | | | |
| Waldwick Public Library | | | Y | | | | | | | | | | | | | Y | |
| Wallington / John F Kennedy Memorial Library | | | | | | | | | | | | | | | | | |
| Wanaque Borough Free Public Library | Y | | Y | | | | | | Y | | | Y | | Y | Y | Y | Y |
| Warren County Library | | Y | Y | | Y | Y | | | | Y | Y | | | Y | | Y | |
| Warren County Library - Catherine Dickson Hofman Branch | | Y | Y | | Y | Y | | | | Y | Y | | | Y | | Y | |
| Warren County Library - Franklin Branch | Y | Y | Y | | Y | Y | | | Y | Y | Y | Y | | Y | | Y | |
| Warren County Library - Northeast Branch | Y | Y | Y | | Y | Y | | | Y | Y | Y | Y | | Y | | Y | |
| Washington | | | Y | | | Y | | | | | Y | | | Y | Y | Y | |

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|--|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Public Library (Warren) | | | | | | | | | | | | | | | | | |
| Washington Township / Margaret E Heggan Free Public Library (Gloucester) | | | Y | | | Y | | | | | Y | | | Y | | | |
| Washington Township Free Public Library (Morris) | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Washington Township Public Library (Bergen) | | | | | | | | | | Y | | | | | | | |
| Waterford Township Public Library | | Y | Y | Y | | Y | | Y | | Y | | | | Y | Y | Y | Y |
| Wayne Public Library | Y | | | | | | | | Y | | | Y | | Y | | | |
| Wayne Public Library - Preakness Branch | Y | | | | | | | | Y | | | Y | | Y | | | |
| Weehawken Free Public Library | | | | | | | | | | | | | | | | | |
| Wenonah Free Public Library | | | | | | | | | | | | | | | | | |
| West Caldwell Public Library | | | Y | | | | | | | | | | | | | Y | |
| West Deptford Free Public Library | Y | Y | Y | | Y | Y | Y | | Y | | Y | Y | | Y | | Y | Y |
| West Milford Township Library | Y | | Y | | | | | | Y | Y | | Y | | Y | | Y | Y |
| West New York Free Public Library | Y | | | | | | Y | | Y | | Y | Y | | | | | |
| West Orange Free Public Library | Y | | Y | | | Y | Y | | Y | Y | Y | Y | Y | | | Y | |
| West Paterson / Alfred Baumann Public Library | Y | | Y | | | | | | Y | | | Y | | Y | | | |

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| | Band-width Report | Cloud Storage / DR file host | DNS Host | Domain Registration | Email Archive | Email Host | Erate Filing Assist | ILS Host | Internet Access | Managed WiFi | Network / Device Mgmt | Network Monitor | QOS policies | Spam / Antivirus Filtering | SSL Cert | Website Hosting | Web Stats |
|--|-------------------|------------------------------|----------|---------------------|---------------|------------|---------------------|----------|-----------------|--------------|-----------------------|-----------------|--------------|----------------------------|----------|-----------------|-----------|
| Westfield Memorial Library | Y | Y | Y | | | Y | | | Y | Y | Y | Y | | Y | | Y | Y |
| Westville Public Library | | | | | | | | | | | | | | | | | |
| Westwood Free Public Library | | | | | | | | | | | | | | | | | |
| Wharton Public Library | | | Y | | Y | Y | | | | | | | | Y | Y | | |
| Whippanong Library (Whippany/Hanover) | | | Y | | Y | Y | | | | | | | | Y | Y | Y | Y |
| Willingboro Public Library | Y | Y | | | | Y | Y | Y | Y | Y | Y | Y | | Y | | | |
| Woodbridge Public Library | Y | | Y | | Y | Y | Y | | Y | Y | Y | Y | | Y | | | |
| Woodbridge Public Library - Fords Branch | Y | | Y | | Y | Y | Y | | Y | Y | Y | Y | | Y | | | |
| Woodbridge Public Library - Henry Inman Branch | Y | | Y | | Y | Y | Y | | Y | Y | Y | Y | | Y | | | |
| Woodbridge Public Library - Iselin Branch | Y | | Y | | Y | Y | Y | | Y | Y | Y | Y | | Y | | | |
| Woodbury Public Library | Y | Y | Y | | | Y | Y | | Y | | Y | Y | Y | Y | Y | Y | Y |
| Woodstown-Pilesgrove Library | | | | | | | | | | | | | | | | | |
| Wood-Ridge Memorial Library | | | Y | | | | | | | Y | | | | | Y | Y | |
| Wyckoff Public Library | | | | | | | | | | Y | | | | | | | |

Appendix B: Study Objectives

When the study was launched in Spring of 2017, a number of possible objectives for the study, as well as methodologies and approaches, were proposed. In the course of the study process it became clear that stakeholder engagement -- talking with as many library leaders, groups and people as possible -- was of key importance in understanding library needs and considering the library environment throughout the state.

A listing of study objectives and how they were addressed is in the table below.

| Objective | | How Addressed |
|--|--|---|
| The purpose of the Library Technology Infrastructure Study is to assess the State Library's current technology infrastructure for libraries in the state, and to answer some questions in the process: | What role, if any, should the state library play in providing and/or supporting technology infrastructure services? What are the possibilities and pitfalls? | Final Report |
| | What library and technology models exist for Infrastructure Services -- and what is a good fit for the diverse library landscape in NJ? | Final Report |
| | Should the infrastructure change (shrink/grow) and in what ways? | Final Report |
| | How stable is the financial support for the infrastructure into the future? | Not addressed by consultant |
| The current technology infrastructure is offered under the services of JerseyConnect, so it is important to explore the following aspects: | What is JerseyConnect -- and what is it not? | Stakeholder Engagement; Final Report |
| | What is the usage of JerseyConnect services among libraries in the state? | Stakeholder Engagement; Final Report |
| | What is the Cost of Doing Business? | Not addressed by consultant - addressed by NJSL |

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| | | |
|---|---|---|
| | What expenses are on the horizon? | Not addressed by consultant - addressed by NJSL |
| | Is JerseyConnect a viable future option? | Final Report |
| As a service to libraries, it is important to view New Jersey's Technology Infrastructure through several key perspectives: | Users (those who consider themselves users) | Stakeholder Interviews |
| | Non-Users (those who consider themselves non-users) | Stakeholder Interviews (to the extent possible) |
| | State Library and JerseyConnect Staff | Stakeholder Interviews |
| As well, through industry perspectives: | Peer Institutions (other library tech infrastructure consortiums in the US) | Final Report |
| | General technology industry | Final Report |