NOLA NOTES

A bi-monthly newsletter for members of NOLA Regional Library System

Nov./Dec., 1999
Focus on Technology

Y2K…Are you ready for the Calendar Odometer to trip to 2000?

We know...you're really tired of hearing about this... Y2K seems like such a terribly simple problem that it's easy to dismiss, right?

In reality, Y2K (for Year 2 Kilos, or thousands) is anything but simple. Millions of computerized machines with billions of microchips are involved; and the total cost of the whole business, from fixing those machines to cleaning up after the ones that fail, could add up to over a trillion dollars.

Experts says that in the U.S., nearly all of the computers will be corrected in time. The small percentage of computers and other devices that aren't fixed — perhaps less than 10% of all machines — have the potential to wreak havoc on our lives and the world economy.

So, how did we get into this jam anyways? The dawn of the computer age, the late 1950's and early 1960's, saw computer memory as VERY expensive, costing ten thousand times what it costs today. A five million dollar UNIVAC computer from the 1950's didn't possess the computing power or data storage memory that a $700 PC has today!.

To save precious memory space, programmers cut corners wherever they could, especially in parts of the programming code that came up again and again—like date fields. So the year 1967 was shortened to 67, and so on. No one at the time gave this a second thought! So, through several generations of computer updates, we just continued to use the two-digit format.

In today's world, where so many computers and microchips are interconnected, one bad circuit can spoil the whole bunch. Keep in mind that microchips have found their way into countless devices, from watches to toasters to VCRs.

The surprising truth is that although most of these "household machines" perform functions seemingly unrelated to the date, they actually contain a hidden date calendar. Most microchips were not custom designed for any particular task. Everything from milking machines to home and business security systems may run off of similar microchips. Most of these machines will probably keep running after January 1, 2000; some will not.

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To receive late-breaking news and technology-related information via e-mail, subscribe to The NOLA Desktop News at: http://www.nolanet.org/tdn/desksubscribe.htm

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For more information, call (330) 847-7744 or visit our website at: http://www.nolanet.org

Susan Weaver, President,
NOLA Board of Trustees

Brad Stephens,
Interim Executive Director

Y2K…Are you ready for the Calendar Odometer to trip to 2000?

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Your life may be affected by Y2K in ways you might not have considered. We have all heard of the potential for travel difficulties, possible electrical outages, or worse yet, banking computer failures resulting in financial losses or mistakes in your bank accounts.

But think about some of these issues related to Y2K that may affect you:

- Water - if you have a well that uses a pump, you'll have water only if you have the power to run it. Don't forget that your home's hot water heater will hold up to seventy gallons of water which you can access by turning the small drain spigot near the bottom of the tank;
- Heat - Generators are flying off of the shelves these days...but remember, your furnace has to be wired correctly to safely accept power from a portable generator;
- Mail Delivery - the U.S. Postal Service will be backlogged due to their regular holiday deliveries, let alone all of the businesses who use electronic data and money transfers that will be resorting to the "good ole' U.S. mail" as a back up system if their computers malfunction. It is recommended that you pay all of your bills in early December and send holiday packages and mail extra early this year to prepare for possible delays;
- Telephone Service - It is believed that some telecommunications systems are certain to fail come January 1, 2000. Have a back up plan to check up on elderly relatives or to deliver important messages by means other than the telephone;
- Small Appliances - Many older VCRs, Vacuum Cleaners, Dishwashers, and Camcorders may not be able to handle the "00" date. You can "trick" machines such as camcorders and VCRs into performing by using another year in the date calendar (1972 uses the same calendar as 2000). You can also turn off the date function in most camcorders made in the 1990's;
- Apartment Dwellers Beware - Elevators are a big concern and some very well may stop functioning at midnight on December 31st. Potential problems could also occur with security systems, fire alarms, smoke alarms, intercom systems, keycard entry systems, garage door openers, sprinkler systems, and thermostats;
- Medical Records - Secure all of your personal and family medical records, including lists of medications currently taken. It is also suggested that you order at least one month's extra supply of vital medications in case there are problems with the major pharmaceutical companies;
- Credit - Take control of your credit by ordering a copy of your current credit report from all three major credit bureaus to avoid any mistakes or problems with major purchases in 2000!
- Cash - Don't stockpile alot of cash - one to two weeks'

By: Lori D. Putt
CE Consultant

Foil the Y2K Scam Artists

The Federal Trade Commission says, "Year 2000 is going to be a field day for the rip-off artists."

Scam artists are offering fail-safe methods to keep your assets safe from an alleged bank meltdown. It's easy to fall for this — people seem sincere and they mix just enough truth with just enough lies to be believable.

Don't take unsolicited calls from anyone. Tell callers to put you on a "Do Not Call List"

Don't give your credit card, driver's license or bank account numbers to anyone...ever. If you have questions, go to your local bank branch to check the legitimacy of "Bank Representatives" who may be calling you.

Y10K Failure

Just think... on January 1, 10000 we get to go through this all over again! I guess WE won't have to

The Latest News...on Health Insurance

By: Anne Hoerig, Clerk-Treasurer

Attention Clerk-Treasurers!

The Clerk-Treasurer Interest Group has been cancelled for November 12th.

The group will be re-scheduled for early 2000. We are tentatively planning for an End-of-the-Year 1999 stress reliever.

Melissa and I will keep you informed as the details unfold.

Warren-Trumbull County Public Library introduces "1st Grade Roundup"

All first grade children in Warren City Schools were given an early opportunity to sign up for their first library cards during the month of September.

Staff of the Children's Department visited each first grade classroom at all of the Warren City elementary schools.

Ellen Finan, Head of the Children's Dept., says, "there is no better way to get children excited about their local public library and all of the wonderful free materials available to them."
Last year, over 700 children received their first library card during the Roundup!

Health Insurance Update:
Libraries participating in the NOLA Health Insurance plans should have received letters notifying you of your estimated increase from Anthem. The forecasted increases range from 14% to 34%**.** If your library's budget will need some relief, contact Mark Nolan's offices to see what options are available for your particular library.

Health Insurance Reminder:
If you are currently on the NOLA Health Insurance plan, you have received a letter inviting you to attend a planning meeting at The Catering Co. on November 22, 1999. I strongly recommend your attendance so we can start planning for our health insurance after 2000. Mark Nolan will be presenting some options for our health insurance future, and your input would be greatly appreciated.

Dental and Vision Plan:
NOLA is in the process of reviewing a Voluntary Dental and Vision plan. The plan would use Guardian Insurance Company for dental and Vision Service Plan for vision benefits under this voluntary program. Guardian is the largest national dental carrier. Guardian offers both network (100/90/60) and non-network (100/80/50) coverage; therefore, a decent benefit can be received even if the network is thin in a particular area. Vision Service plan is the largest national vision benefits plan. VSP offers an excellent network of providers and the benefit levels exceed industry standards. We are still working on eligibility requirements and administrative handling, but hope to unveil a final product to our members in early 2000.

What's New?

News from Columbiana County:

Ready to Learn, a program of PBS 45/49 was recently presented to area teachers, teacher-aides and childcare directors at the Lepper Library in Lisbon.

The program includes the use of television in the Learning Triangle...Watch, Do, and Read encourages adults to watch television with a child, turn the television off and do related projects, and then read a book related to the topic.

The program allowed the Lepper Library to offer information on their outreach services to schools, Headstarts and other preschools, and to share information about their extensive children's collection with adults from around the Columbiana County area.

If you would like more information on the *Ready to Learn* program, contact Bree Madison at PBS 45/49 at 1-800-554-4549.

News from KSU:

Congratulations to Danny Wallace and Connie Van Fleet for securing an Institute of Museum and Library Services National Leadership Grant to support the Ohio LEARN Public Library Fellowship Program.

This grant will allow Kent State University to provide graduate level professional education in library and information science to a targeted under-served population via Kent State's distance learning network.

Windows 2000…What You Need to Know

By: Brad Stephens
Technology Coordinator

The upcoming release (February 17, 2000) of the Windows 2000 Operating System by Microsoft has prompted much discussion in technology circles.

The big questions:

⇒ What are the different versions and new features?
⇒ Do I need to upgrade and if so, when should I upgrade?

First, let me address the features found in the four new versions of the Operating System:

Windows 2000 Professional - designed to replace Windows NT Workstation, this Operating System is intended to be deployed on the desktop. 2000 Professional fixes a number of problems found in the previous generation of Windows NT and adds support for a number of new technologies and features. New features seen in this version include:

- Fewer Restarts - users can make significant changes to the system (including hanging network settings and installation of software) without needing to restart;
- Support for Universal Serial Bus (USB) and other new hardware - USB is quickly replacing parallel and serial port connections as the preferred method for connecting devices to a PC;
- Plug and Play hardware installation - Plug and play really works, most of the time;
- Improved support for laptop computers - Significantly improved support for power saving and new technologies to support document synchronization;
- Drastically enhanced security features and built-in file encryption;
- Self Healing Applications - when a program starts, the computer ensures that it is installed correctly and that files are not corrupt; if there is a problem, the computer will reinstall the application automatically.

Windows 2000 Server - The entry level Windows 2000 Server platform is designed to replace Windows NT Server installations running on 1-2 processor systems. Features in this version include:

- Active Directory - Significantly enhances the domain networking model found early versions of Windows NT Server, leads to better network management and security;
- IntelliMirror - Settings, applications, documents, and preferences follow users anywhere in the network. Mobile users can also use local copies of documents outside of the network which will be automatically synchronized when the computer is reconnected to the network;
- Safe Mode and Command Line startup options - Finally, users can start the server without fully loading the operating system. This is a major troubleshooting enhancement.

Don't Miss These Upcoming Technology Training Classes at NOLA!

Creating & Implementing Streaming Media For Your Website

Weds., November 17th
9:00 - 4:00 p.m.
at NOLA Training Center

Focus will be on the development and implementation tools commonly used by web designers when developing multi-media content on the web. Add audio and video to your website with applications such as Real Player and Net Show!

Taking Your Website To The Next Level

Part 1
December 2-3rd

Includes information on the Basics of Forms and Basic PERL, editing HTML documents by hand, rather than using Front Page.

Part 2
December 16-17th

Includes information on enhancing websites using Intermediate PERL and Advanced Forms

All of these new features sure sound terrific... ready to upgrade?

Well…let's not be too hasty. While it is true that Windows 2000 offers a number of outstanding new features, there are a few things one should know before planning an immediate upgrade.

This is a new computer product!

Windows NT 4.0 was "less than stable" when first released. Expect a number of fixes and updates to be released during the three months of initial usage

Windows 2000 (all versions) is much more hardware intensive!

Minimum workstation configurations should include at least: 64 MB RAM, 200 MHz processor and 8 GB of hard drive space. Servers require even more memory, faster processors and bigger hard drives to run well.

You cannot migrate slowly to Windows 2000!

The active directory technology at the center of Windows 2000 forces networks to be re-designed and re-deployed rapidly.

Windows 2000…What You Need to Know

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Internet Information Server V5.0 - IIS 5.0 Significantly expands the features provided by Microsoft's web server software. New and improved features include:

- Implementation of a shared Internet file system, remote server management, improved security management, improved multisite hosting, enhanced ASP and XML support, and HTTP compression;
- Integrated Windows Terminal Services - Terminal Services can be used to deliver the Windows 2000 Professional desktop and the latest Windows-based applications to a wide variety of desktops, including those that normally would not be able to run Windows;
- Support for emerging network technologies - supports new technologies such as Quality of Service, ATM, Dynamic DNS and more.

Windows 2000 Advanced Server - Same as Windows 2000 Server but supports SMP (up to 4 processors), server clustering and load balancing.

Windows 2000 Datacenter - Same as Windows 2000 Advanced Server but supports up to 16 processors.

The new features offered by Windows 2000 make the question of upgrading not **if** you should upgrade, but rather, **when** you should upgrade. At some point in the next 12-18 months, your network along with thousands of others will need to upgrade to Windows 2000. My advice would be to delay implementation of Windows 2000 for a few months after the February release. Early in the Summer of 2000 would be a good time to look at implementation of Windows 2000.

Voices From the Net

Instant Messaging (IM) allows users to carry on real-time, on-demand chat with others on the net, the equivalent of a text based telephone call. The use of IM technology (particularly AOL's Instant Messenger) continues to increase at an amazing rate. Look for this trend to continue in the next twelve months with AOL's newest enhancement - the addition of audio messaging to their IM product. Using AIM Talk, users can "speak" to one another, similar to a telephone conversation - without the long distance fees! Visit the AOL website *(http://www.aol.com)* for more information.

Another voice over Internet technology announced this week may have an even larger impact - dialpad.com allows users to connect to the Internet and use the free dialpad software to make telephone calls - not to other computer users - but to traditional analog phones, allowing users to call long distance without the charges! The sound quality isn't perfect - it sounds like a cell phone - but with free long distance, I don't think users will really be concerned. If you'd like to know more, visit the Dialpad website *(http://www.dialpad.com).*

Continuing Education

Advanced Web Development & Maintenance
Tuesday, November 9, 1999 9:00 a.m. - 4:00 p.m.
Registration begins at 8:30 a.m.
Take the "Next Step" with your website by learning advanced skills in the creation and maintenance of library homepages.
Class focuses on site maintenance and housekeeping, advanced layout and design, frames, designing and using forms, search engine submissions and discussion of CSS and dynamic HTML.

Designing Flyers with Publisher
Wednesday, November 10, 1999 9:00 a.m. - 4:00 p.m.
Registration begins at 8:30 a.m.
If you are tired of your library materials having "that same old look", come and learn how to create eye-catching, creative promotional flyers, newsletters, press releases, and fund raising materials for your library.

BookMobile Interest Group - Promoting Your BookMobile
Friday, November 12, 1999 10:00 a.m. - 12:00 noon
Join Anne Prusha of the Geauga County Public Library for some great ideas to promote your BookMobile at both new and established sites.

Microsoft Excel Basic
Monday, November 15, 1999 9:00 a.m. - 4:00 p.m.
Registration begins at 8:30 a.m.
Get your end of year financial statements in order before Y2K by learning the basic principles of Excel. You'll learn to create, modify, and print worksheets, format worksheets, create formulas, use charts and multiple workbooks and link worksheets.

Creating and Implementing Streaming Media For Your Website
Wednesday, November 17, 1999 9:00 a.m. - 4:00 p.m.
Registration begins at 8:30 a.m.
Develop the skills and knowledge needed to begin providing streaming media content on the web. You'll create both audio and video information designed to be used with standard web-oriented applications such as Real Player, Net Show, etc.

Library Management Symposium
Thursday-Friday, November 18-19, 1999
Punderson State Park
Registration accepted until November 15, 1999
This two-day workshop, sponsored by NOLA and MOLO, will include the following two specific topics of interest:
"Surviving and Thriving with a Library Board", presented by Dan Cain of Cain Consulting Group, and *"Lobbying for Success"*, presented by Holly Carroll and a panel of lobbying experts.

Not A Minute to Spare.. How to Manage the Little Time You've Got!
Tuesday, November 30, 1999 9:00 a.m. - 4:00 p.m.
Registration begins at 8:30 a.m.
Presented by Charlaine Ezell, The Extra Edge
Find out just what your time is really worth...we'll focus on common time-wasters, how to delegate effectively, and evaluating the priorities on your time so that you can set goals for yourself and reach them!

Taking Your Website to the Next Level Part 1
Thursday-Friday, December 2-3, 1999 9:00 a.m. - 4:00 p.m.
Registration begins at 8:30 a.m.
This advanced two-day series will help you to create fun, interactive and dynamic web pages with cutting edge technologies, which are not possible through the use of basic web design tools.

Reader's Advisory - What's the Story on...Men's Fiction?
Monday, December 6, 1999 1:30 p.m. - 3:30 p.m.
To be held at Kinsman Free Public Library
Learn about the latest and greatest in fiction of interest to the men you serve in your libraries.

Reference Interest Group - The Changing Face of Reference
Monday, December 6, 1999 10:00 a.m. - 12:00 noon
To be held at Kinsman Free Public Library
Join us for a lively discussion on how new technology has changed the way we deliver reference services to our patrons.

If You Plan It Right...It Won't Go Wrong!
Wednesday, December 8, 1999 9:00 a.m. - 12:00 noon
Registration begins at 8:30 a.m.
The execution of an event, no matter how big or how small, can make or break the participants' views of your library. Learn how to juggle all of the important details of event planning for success!

Kids and the Internet
Thursday, December 9, 1999 9:00 a.m. - 4:00 p.m.
Registration begins at 8:30 a.m.
Presented by Dr. Caroline Brodie and Greg Byerly
Discover new and exciting sites that are appropriate for children ages pre-school through 6th grade. Lots of family-oriented sites will be featured, with hands-on experience and great handouts to take back to your libraries.

Taking Your Website to the Next Level Part 2
Thursday-Friday, December 16-17, 1999 9:00 a.m. - 4:00 p.m.
Registration begins at 8:30 a.m.
This second part of the series will include information on enhancing web sites through the use of Intermediate PERL, and using Advanced Forms (HTML).

Strategic Planning for the Millennium

Strategy *"The Art of the General"*

The definition of strategic planning: A broad scale plan to achieve organizational goals; and then, over-reaching your vision to meet these goals.

Strategic decisions impact the long term prosperity of the organization when implemented. They are future oriented, and will affect many or all departments in an organization. These types of decisions usually involve large amounts of resources (time, money, planning effort), and they cannot be solely based on present policies, standard operating procedures, or long standing procedures. They must be based on future needs that consider numerous and diverse factors —

A "Big Picture" Approach

Whatever else it may mean, planning signifies an anticipation of some future state of affairs and a confirmation of a vision. To motivate, guide, and direct future action. Planning also establishes an early warning system. For example, the Baldwin Locomotive Works was once the nation's largest and most profitable producer of steam locomotives. The company went bankrupt because they did not plan for what was happening to their market. *If they had, management would have recognized that they were in the business of transportation, not building locomotives!*

What business are you in?

Here are some key strategic planning questions for any Library Board of Directors to ask themselves:

- Where are we now?
- What are our basic objectives?
- If no changes are made, where will we be in 5 years?... in 10 years?
- Are our answers acceptable?
- If the answers are not acceptable, what actions should we take?
- What risks and payoffs are involved with these actions?
- What is expected of us by outside interests (community leaders, our patrons, other community stakeholders)?
- How will our world be different in 5 years?...in 10

Become a "Sister" Library

"Libraries build community, but today's community is a global one. Many of today's library users have immigrated from other countries. Many routinely travel for pleasure and conduct business abroad. Becoming a Sister Library is an opportunity to build relationships with libraries in other cultures that can help us learn, understand and better serve our own community."

Sarah Ann Long, President ALA

In September, 1999, NOLA Regional Library System had the pleasure of a visit from Sarah Long, current President of the American Library Association. Her message to the audience of over 50 NOLA members included the importance of "networking" for the future success of today's libraries.

One innovative way to "network" is to form relationships with libraries in other countries as a part of the Sister Library Program of ALA. There are many reasons to build a partnership with libraries in other countries. These include:

- Promoting awareness of your library and its international "reach";
- Exchanging information between libraries;
- Improved access to published information in both countries;
- Raising awareness of issues and needs facing libraries in various countries;
- Offering opportunities to learn more about a region or country represented by an immigrant group in your community;
- Sharing techniques and technologies to help solve problems;
- Broaden both the Boards' and your staff's view of the library profession;
- Increase staff and community knowledge of other cultures;
- Increase diversity of interaction of professionals;
- Share strengths through exchange of resources and expertise;
- Address weaknesses by providing resources, training, and exposure

Several organizations have relevant information on establishing a Sister Library relationship. Check out these websites:

ALA International Relations Office	*http://www.ala.org/sisterlibraries*
Sister Cities International	*http://www.sister-cities.org*
U.S. National Commission on Libraries & Information Science	*http://www.nclis.gov/millennium/millenn.html*

NOLA Regional Library System
4445 Mahoning Avenue NW
Warren, Ohio 44483

Calendar of Upcoming Events

For a listing of all NOLA events, workshops and continuing education, see our full calendar on the desktop at:

http://www.nolanet.org/calendar.htm

To receive your copy of NOLA's Winter/Spring 2000 Continuing Education Catalog, call Melissa Lattanzi, CE Coordinator (330) 847-7744 Ext. 12

NOVEMBER, 1999

Tuesday,
November 16, 1999
NOLA Board Meeting
9:30 a.m. - 11:30 a.m.

Thursday-Friday,
November 18-19, 1999
Library Management Symposium
Punderson State Park

Thursday-Friday,
November 25-26, 1999
NOLA OFFICE CLOSED

November 29, 1999
Reflinks Meeting

DECEMBER, 1999

Tuesday,
December 14, 1999
NOLA Board Meeting
9:30 a.m. - 11:30 a.m.

Tuesday,
December 14, 1999
Holiday Luncheon
Victorian Room, Niles
12:00 noon

Thursday-Friday,
December 23-24, 1999
NOLA OFFICE CLOSED

Thursday-Friday,
December 30-31, 1999
NOLA OFFICE CLOSED