



To: Library Directors and MOREnet Institutional Representatives
From: Jeanne Sullivan, REAL Program Manager, and MOREnet
Date: July 2009
Subject: FY10 MOREnet REAL Program

Since 1995, the Missouri State Library and MOREnet have worked closely to provide the REAL Program that provides Missouri libraries with quality Internet connectivity, training, technical support, videoconferencing services, and online resources.

Please take a few minutes to review the important information for the coming year. The enclosed FY10 REAL Program materials include:

- FY10 REAL fee schedule
- Changes to the Online Resources available to MOREnet members
- Changes to MOREnet Internet Content Filtering (ICF) services

The Missouri State Library and MOREnet look forward to working with your library during the next year. For more information about the REAL Program, visit the program website at <http://www.more.net/content/public-libraries-real> or call Jeanne Sullivan, Program Manager, at (800) 509-6673.

/ewn
enclosures

July 2009

FY10 REAL Program Update

As MOREnet prepares for another year, we would like to thank you for your continued participation in the REAL Program. MOREnet values the support and collaboration of every member, and we hope that our services continue to make a difference in your libraries every day. The REAL Program provides Internet access, online resources, training, technical support, videoconferencing and other services over a MOREnet-managed state network to participating Missouri libraries. The REAL Program is sponsored by the Missouri State Library and is made possible through collaboration among DESE, the Department of Higher Education and the Missouri State Library.

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FY10 Participation Fees

The fee schedule for FY10 (July 1, 2009 – June 30, 2010) has been revised. The \$599,999 – \$799,998 range and the \$799,000 – \$999,998 range have been combined into one category at a local cost share of \$6,000. This change has only impacted two libraries and those libraries have been contacted.

The FY10 MOREnet fees will be determined by the library's total tax revenue (based on data provided by the Missouri State Library).

Library Tax Revenue	Local Cost Share
Less than \$24,999	\$ 300
\$24,999 - \$74,998	\$ 600
\$74,999 - \$124,998	\$ 1,000
\$124,999 - \$249,998	\$ 2,000
\$249,999 - \$399,998	\$ 3,500
\$399,999 - \$599,998	\$ 4,500
\$599,999 - \$999,998	\$ 6,000
\$999,999 - \$2,999,998	\$ 9,000
\$2,999,999 or greater	\$12,000

This fee schedule only includes services that are part of the REAL Program. Pricing for other fee-based MOREnet services is not included in this fee schedule. For information on MOREnet's fee-based services, visit <http://www.more.net/content/about-morenet-services>.

Changes to Online Resources:

Learning Express Library

The Missouri State Library and The Department of Elementary and Secondary Education are happy to announce that LearningExpress Library has been renewed through Sept. 30, 2011, and is available to all MOREnet members. LearningExpress Library is funded through the K-12 Program and REAL Program reserves.

Access LearningExpress Library at www.learningexpresslibrary.com. Promotional materials are available at <http://www.more.net/content/vendor-promotional-resource>.

LearningExpress Library is a comprehensive collection of test-preparation tools, skill-building materials, and career resources. More than 770 online practice tests and interactive skill-building tutorials are available, along with more than 130 e-books developed by expert academic and industry professionals.

Once an individual sets up an account, they can access their learning centers anytime, anywhere there is an Internet connection.

Gale

Gale has been awarded the contract for the general periodical, health, business and K-12 online resource databases. Similar resources, currently provided to MOREnet members by EBSCO, were available through June 30, 2009. The Gale databases listed below are now available to all MOREnet members as of July 1, 2009:

- Business & Company Resource Center
- Small Business Resource Center
- Academic OneFile
- General OneFile
- InfoTrac Collections
- Health & Wellness Resource Center with Alternative Health
- Health Reference Center Academic
- Student Edition (InfoTrac)
- Junior Edition (InfoTrac)
- Kids InfoBits
- Custom Newspapers (InfoTrac)
- Informe (Spanish periodical database)

Access the databases at <http://infotrac.galegroup.com>. Bookmarks and posters for selected databases can be ordered from Gale at http://www.gale.cengage.com/power/request_materials.htm at no charge!

This change does not affect access to the *St. Louis Post-Dispatch* and *Kansas City-Star* available through NewsBank. The list of the online resources currently available to you as part of your MOREnet membership is at <http://www.more.net/content/online-resources>.

Update your MOREnet Contacts!

Please review the designated MOREnet contacts for your library and make any necessary updates. MOREnet uses these contacts to communicate about service related issues. To find your organization's current list of contacts, go to the Find My Contact utility located at <http://www.more.net/content/apps/find-my-contact>.

Bandwidth Upgrade & Installation Costs

MOREnet and the State Library want to provide libraries the bandwidth needed to support their missions as efficiently as possible.

In some instances, a library may need to be responsible for the installation of fiber from their property line to the building. **MOREnet will reimburse the library for the costs.** MOREnet will work closely with these libraries to inform them when these additional costs are applicable. No construction will occur unless the library is in agreement and MOREnet approves these costs.

Requesting a Bandwidth Upgrade

Libraries requesting a bandwidth upgrade must submit a *Connection Information Form*. The information gathered through this form will allow for better estimates of bandwidth needs by indicating current and future bandwidth use. The form is available at <http://www.more.net/forms/techassess>.

MOREnet makes every effort to assist its members with troubleshooting connectivity issues related to their MOREnet connections. In addition to technical support services, network maps and several bandwidth monitoring and traffic analysis tools are available to all members through the MyMOREnet Web-based service at <https://my.more.net/mymorenet/plogin/servlet/plogin>.

Questions about MOREnet-provided bandwidth should be directed to Jeanne Sullivan, REAL Program Manager at (573) 884-7646 or (800) 509-6673. For more information, see the Connection Upgrade Process on MOREnet's website at <http://www.more.net/content/connection-upgrade-process>.

E-rate Requirements

E-rate funds are a significant portion of funding for MOREnet's REAL program. It is important that MOREnet maintain this funding source for continued support of REAL Program services.

As part of MOREnet's annual E-rate application, the Schools and Libraries Division (SLD) of the Universal Service Administrative Company (USAC) requires MOREnet to collect Letters of Agency (LOA) and the E-rate Form 479 from each member library. The LOA serves as library acknowledgement that MOREnet is requesting E-rate discounts on services being provided to the district by MOREnet. The form 479 is required for the library to certify Children's Internet Protection Act (CIPA) compliance. It is important that libraries respond to MOREnet's requests for this information in a timely fashion. Information regarding the collection of this information will be sent in November.

Failure by a member to meet these requirements may result in lost E-rate discounts to MOREnet, and the member will be required to reimburse MOREnet for any lost E-rate discounts.

FY10 REAL Program Services

MyMOREnet

<http://www.more.net/services/mymorenet/>

MyMOREnet is a Web-based service that allows members to access MOREnet-related information about their organizations. MyMOREnet applications currently include MyMOREnet account management, bandwidth utilization reports, network monitoring, domain name registration and the submission of MOREnet help desk tickets.

Another tool within MyMOREnet is the Member Summary. The Member Summary allows organizations to view information, including current contact information, connection information, IP addresses, for-fee services, help desk ticket activity, attended training sessions and online resource utilization.

MOREnet KnowledgeBase

<http://help.more.net>

MOREnet offers a searchable KnowledgeBase to all member faculty, staff, students and end users. The MOREnet KnowledgeBase, from RightAnswers, is a collection of more than 56,000 technical articles across many software titles including Windows products. In addition, MOREnet adds custom content relevant to MOREnet services. Users can access the MOREnet KnowledgeBase from any computer connected through MOREnet.

Technical Support & Network Consulting

<http://help.more.net>

MOREnet provides technical support for all member libraries. In addition, our Network Consulting Group can provide technical consulting and troubleshooting services to help improve your library's network performance.

Training and Professional Development

<http://www.more.net/training>

MOREnet provides a variety of training and professional development opportunities throughout the year. Training sessions cover many topics to meet a variety of technical and educational needs. Sessions are conducted at MOREnet's hands-on facility in Columbia, regional training locations, member locations (in-services) and online via Adobe Connect web conferencing.

Due to the increase demand for MOREnet regional and in-service sessions, it is highly recommended that MOREnet is contacted at least four months prior to the requested schedule date.

For a complete listing of MOREnet training sessions and schedule go to <http://www.more.net/training/>.

Security Services

<http://www.more.net/security>

MOREnet members have access to security incident response personnel dedicated to providing the highest level of network security services. MOREnet Security Services provides security education, consulting and proactive alerts to help keep your networks safe.

BeSafe Internet Safety Website

<http://besafe.more.net>

In 2007, MOREnet launched a new Internet safety website to help members better prepare children and parents to address the risks encountered online. You'll find information about MOREnet's NetSmartz programming, plus a host of other resources you can use to help keep Missouri families safe online. Also, keep an eye on the BeSafe website for information about future Internet Safety events.

Good Net Neighbor

<http://www.more.net/content/good-net-neighbor-phase-1>

<http://www.more.net/content/good-net-neighbor-phase-2>

MOREnet members who elect to participate in the Good Net Neighbor service authorize MOREnet to block some incoming and outgoing router ports to make your network less susceptible to spam, viruses, bots and other threats. There is no cost to sign up, and you can activate the service through your MyMOREnet account.

E-rate Assistance

<http://www.more.net/content/e-rate>

MOREnet provides E-rate assistance to libraries. Whether you are new to the E-rate program or an E-rate veteran, be sure to stay up to date on E-rate program changes. Contact Rebecca Miller at MOREnet with your E-rate questions, millerrj@more.net. You don't want to miss an opportunity to save money.

MOREnet Fee-Based Services

In addition to the services included with your membership, MOREnet offers additional fee-based services that can further enhance the value of technology in your library.

MOREnet Hosted Conferences & Events

<http://www.more.net/conferences>

Be sure to check the MOREnet website for information about the following MOREnet events:

- March 17, 2010, MOREnet Security Symposium
- March 18-19, 2010, Connections, MOREnet's Spring Technical Conference

Internet Content Filtering (ICF)

<http://www.more.net/content/internet-content-filtering>

MOREnet offers an Internet Content Filtering (ICF) service to all interested members as of July 1, 2009. The ICF service will be powered by Netsweeper. With content filtering software, an administrator can block access to different filtered categories as well as disallow certain specific URLs and file types.

MOREnet offers two different varieties of filtering: MOREnet-hosted and Member-hosted.

1. MOREnet-hosted filtering provides organizational control over setting up filters, overrides and different allow and block lists. With this option MOREnet manages the hardware and software and can troubleshoot problems.
2. Member-hosted filtering allows the organization to have complete control over the filtering solution. All hardware and software is library owned. MOREnet can assist in troubleshooting problems.

***kinetic* (E-mail and Web hosting)**

<http://www.more.net/content/kinetic>

The *kinetic* Service allows members to maintain their own web spaces and/or e-mail on MOREnet-managed servers. This allows your organization to inexpensively manage these services while removing the trouble and expense of maintaining your own hardware and software. E-mail Virus and Spam Filtering is included with this service. **Beginning July 1, 2009, MOREnet is implementing an e-mail retention enhancement for *kinetic*. See <http://www.more.net/content/kinetic> for details.**

E-Mail Virus and Spam Filtering (EVSF)

<http://www.more.net/content/e-mail-virus-and-spam-filtering>

EVSF is a low-cost layer of protection for your network and e-mail system. Viruses and spam are two of the biggest hassles administrators deal with. EVSF requires no end-user participation; no server, equipment or software configuration; no time to administer; and no hardware investment on your part. EVSF removes all known e-mail-borne viruses and eliminates most spam, identifying and blocking more than 95 percent of e-mail as spam, and it all happens on MOREnet's backbone.

Again, thank you for your membership and support, and have a great year in FY10!