



1. Information Technology Plan for Avery Mitchell Yancey Regional Library, 2008-2012

2. Date Written: September 20, 2007 (Reviewed February 15, 2007; August 1, 2008; October 20, 2009; September 2010; September 1,2011)

3. Library's Mission Statement

The mission of the Avery-Mitchell-Yancey Regional Library is to be an integral part of the lives of the people in the three counties by providing them with excellent educational, recreational, informational and cultural services. Recognizing the diverse communities served and the specific individual needs of their citizens, four governments and four libraries collaboratively are committed to the economic development and quality-of-life contributions that libraries uniquely are able to provide.

4. Technology Goals and Strategies

Belief Statement

We subscribe to the idea that information technology (IT) applications in our libraries are similar to what Edward R. Murrow said about television: "This instrument can teach, it can illuminate; yes, and it can even inspire. But it can do so only to the extent that humans are determined to use it to those ends. Otherwise it is merely wires and lights in a box." The most recent research indicates that nearly 70% of Western North Carolina has access to the internet. However, our records indicate that internet access is a primary reason for individuals to come into our libraries. They indicate also that access to the online databases that we provide are more important to them than our printed reference collection. While access to the internet is critical to our users in terms of both want and need, one of the most important services that we can provide is helping them to use information technology resources effectively. The internet may dominate services and perceived values; however, other information technologies such as microform readers, fax and copy machines, and presentation systems, by their hybrid nature, must be considered as IT applications.

Technology Mission Statement

The AMY Regional Library will pursue the most cost effective means possible to provide the diverse residents of our three-county area and our staff with access to information

technology hardware, software, connectivity, and literacy instruction that will support their educational, recreational, informational and cultural needs.

Goals, Objectives and Strategies

A. To provide the latest information technology applications on site.

- To maintain an accurate and current inventory of available hardware.
 - The 2006 Technology Planning Report Inventory has been updated and is maintained in an Excel Database.
- To create and maintain a replacement schedule for all technologies based on the anticipated use life of each.
 - As indicated in that report: “The need to upgrade equipment is urgent and should not be delayed unnecessarily. Equipment upgrades are essential to being able to upgrade productivity software (also a vital need) and to implement wireless networking in the libraries (possibly a collateral issue with implementing telecommunications changes).”
 - Administrative Computers will be replaced every 4 years. (2008-2012)
 - Public Access Computers will be replaced every 5-6 years. (2008-2012)
 - Add CDRW drives to 2006 machines. (2008-2009)
 - With new machines, no longer necessary; therefore rescinded August 2008.)
 - Apply for an Internet Infrastructure Improvement Grant. (2009-2010)
 - Apply for a Basic Equipment Grant. (2008-2009)
- To collaborate with Spanish Speaking service agencies to provide access in remote locations such as the Centers and selected commercial venues frequented by Spanish Speaking people. (2008-2009)
- To develop and maintain appropriate presentation, digital archival, and reproduction hardware collections at all locations.
 - A digital projector at each library. (2008-2009)
 - A fax and copy machine at each library. (accomplished)
 - A microform reader/printer with computer interface capability at each library.
 - Replacements critical in Mitchell, Spruce Pine, and Yancey (2008-2010)
 - An archival quality scanner at the Regional Office and general use scanners at each library. (2008-2010)
- To create a wireless environment in each of the libraries. (accomplished)

B. To provide relevant and appropriate internet resources on site and via our web site including our OPAC.

- Maintain links to currently available resources. (2008-ongoing)
 - Assess the relative value of Ancestry.com and determine if it should continue to be provided. (accomplished—discontinued 2008 due to lack of use.)

- Rework the AMY web presence.
 - Obtain services of a web developer. (accomplished)
 - Working with a range of human service providers, develop pathfinders for target populations (e.g., domestic violence, Spanish Speaking, literacy, young mothers, etc.) (2008-2012)
 - Apply for Collaborative Collection status with the Foundation Center. (2008-2009)

- C. To provide appropriate productivity software for staff and on at least one workstation in each library.

- D. To provide selected educational and recreational software.
 - Maintain current policies regarding acquisitions. (2008-2012)

- E. To provide instruction and consultation services related to appropriate IT use for staff and users. (Staff Development and User Education)
 - Maintain the current practice (established 2006-2007) of 9 staff development sessions per year.
 - Staff will complete competency inventory. (accomplished)
 - Workshops will be planned around the results as well as monthly meetings with the Head Librarians. (2007-2010)
 - Collaborate with Mayland Community College to use labs and instructors to meet basic IT applications. (2008-2012)
 - Work with NC State Library Master Trainers to provide local instruction according to identified needs. (2008-2012)
 - Participate in Web Junction workshops as appropriate. (2008-2012)
 - Work with School Library Media Specialists to infuse NCLive instruction into middle and high schools in the 3 counties. (2008-2010)
 - Work with other youth groups in the communities to provide information literacy and technology fluency workshops and awareness sessions. (Added January 2007).
 - Develop a brief instruction program for service and fraternal organizations related to available information services. (2008-2010)
 - Work with the historical societies in the 3 counties to foster better use of the genealogy and historical databases through presentations to them and them among themselves.

- F. To consider environmental impacts with each technology acquisition and disposal decisions. (ongoing)

- G. To develop and implement a marketing campaign for using online resources.
 - Working with School Media Specialists in each middle and high school encourage teachers and students to apply for or renew library cards. (2008-2009)
 - As a part of presentations to service and fraternal organizations, encourage them to apply for or renew cards. (2008-2009)

H. To develop and implement a digital archive related to the local history of each library and their communities. (2008-2010)

- Meet with the historical societies to explore options for collaborations. (2008-2009)
- Work toward a digital archive of local oral history. (2008-2011) Added June 2008.
- Organize library history documents. (2008-2009)
- Secure appropriate hardware and software. (2009-2010)
- Apply for NC Echo Grant. (2010-2011)

I. To secure effective monitoring and maintenance for all networks, systems, and individual work stations.

- A new VPN was created in 2007 using DSL connections in Spruce Pine and Newland with fiber from French Broad linking Bakersville, Burnsville, and the Regional Library Office. The DSL will be replaced with fiber as it becomes locally available. We outsource our IT support to UpTime Computers out of Asheville.

5. Staff Training

Please see E above.

6. Technology Assessment

- Please see Technology Assessment Form attached.
- Please see Computer Inventory for all locations attached.

7. Budget

A. Eligible Services

For each eligible service you plan to request discounts on during the period covered by this technology plan, provide the following information:

Eligible Service	Annual Cost After Discount	Source(s) of funding
SMDS from ISP	\$1,472	State Assistance and Local Funds
POTS	\$2,870	State Assistance and Local Funds
Mobile Phones	\$200	State Assistance

B. Ineligible Expenses

What other equipment, maintenance, services or other items that are not E-rate eligible are required to implement this plan? The library must have sufficient funds to acquire and support the non-discounted portions of the e-rate requests for using telecommunications and information technology (for example, the

hardware, software, professional development, and other services that will be needed). For each ineligible expense, provide the following information:

Item / Service	Annual Cost	Source(s) of funding
Staff Development	\$2,000	State Assistance
Virus Scan Software	\$2,500	State Assistance
Database Licenses	\$3,500	
Automation System	\$24,000	State Assistance and Local Funds
Internet Filtering Software	\$2,500	State Assistance
Add and Replace Computers	\$13,500 (2007-2008) \$10,800/yr (2008-2010)	Grants, State Aid, Local Funding
IT Support	\$8,500	State Assistance
Software	\$3,000	State Assistance and Local Funds
Microform Readers	\$14,500	State Assistance and Local Funds
Copy Machines	\$2,100	State Assistance and Local Funds
Scanners	\$14,000	Grants and Local Funds
Digital Cameras	\$1,400	Grants and State Assistance

8. Evaluation

Assessment leading to evaluation is based on outcome data that are gathered in the following ways:

- Statistics gathered from logins and other equipment use.
- Satisfaction surveys from users on a regular basis.
- Feedback from Advisory Groups (e.g., Spanish Speaking Service Centers, Teen Advisory Board, Local Library Boards, Home School Advisory Group, School Library Media Specialists, Boards on which the Director sits, Service and Fraternal groups during regular presentations, and County Historical Societies.
- Conversations with Head Librarians during monthly meetings.
- The extent to which projected archival efforts are realized.