

Cocke County Library Board
Technology Plan
March 23, 2018

VISION

Cocke County Library System consists of four libraries. Stokely Memorial Library is open six days a week. Cosby Community Library, Parrottsville Community Library and Marie Ellison Memorial Library are open three days a week. These libraries serve their communities as the center for self-education, civic engagement and free exchange of information and ideas.

MISSION

The Cocke County Library System make ideas and information accessible for people of all ages, all educational and all economic backgrounds in Cocke County by providing a variety of information delivery formats for recreational, intellectual, cultural, educational and occupational purposes.

USER GROUPS

Cocke County has a population of 35,571 according to the 2010 Census. Visitors to our libraries are issued cards to allow access to the computer lab.

GOALS AND OBJECTIVES

A Service Goal Plan has been established to meet the needs for the Cocke County Library System's mission for all users. Objectives and Activities are listed under each goal to measure ways in which progress toward achieving those goals will be met.

DEFINITION

Technology is defined as electronic equipment, computer software, wiring and building needs to support the Library System in its quest to provide information to all users.

PART 1 – GOALS FOR CURRENT AND FUTURE TECHNOLOGY

Goal 1: The Cocke County Library System welcomes the community in use of all libraries. Individual enjoyment and personal growth, use of library materials and exchange of information about cultural, civic and educational events, as well as use of genealogical materials is encouraged.

2018-2019

- Develop a Disaster Plan to reflect the cost of replacing all hardware and software
- Complete an inventory of all equipment
- Provide Wi-Fi for each library

2019-2020

- Replace at least one computer at each library
- Add a sign announcing Wi-Fi for each library
- Provide adequate workstations for patrons with a wait time of under 30 minutes

2020-2021

- Purchase a dedicated computer in Children’s area with games for children’s use only
- Replace at least one public access computer at each library

Goal 2 –Offer equipment, technology and instruction to allow access to information

2018-2019

- Offer “Beginning Computer” classes
- Offer classes on “Web Searching”
- Offer “Microsoft Office” classes

2019-2020

- Repeat “Beginning Computer” classes
- Repeat classes on “Web Searching”
- Repeat “Microsoft Office” classes

2020-2021

- Repeat “Beginning Computer” classes
- Repeat classes on “Web Searching”
- Repeat “Microsoft Office” classes

Goal 3 – Increase the use of the library system by making the community aware of the library’s services and resources

2018-2019

- Publish opening hours and days of each library in the local newspaper and radio stations
- Publish availability of scheduled events in advance
- Offer special displays to showcase new materials

2019-2020

- Develop a newsletter and offer copies to each patron in person or by email
- Plan and use bookmarks to display days, hours and locations of all libraries
- Update the web site for the system

2020-2021

- Update Web Site and train staff in its use
- Offer a Policy Handout to new library users

Goal 4 – To manage the libraries to meet all patrons' needs

2018-2019

- Review Policy Manual for all policies
- Improve statistics for the use of Reads
- Begin collection of email addresses for library patrons
- Begin a complete collection inventory and adjust the online catalog appropriately

2019-2020

- Continue a complete collection inventory and adjust the catalog appropriately
- Continue to advertise and improve statistics for Reads

2020-2021

- The online catalog will contain the correct contents of the libraries' collection
- Maintain the online collection with adjustments each year to reflect material losses

PART 2 – STAFF TRAINING FOR TECHNOLOGY

Goal 1 – Staff is trained in hardware and software

2018-2019

- Working knowledge of hardware and peripherals
- Ability to complete core work functions
- Able to send and receive email

2019-2020

- Staff attend training session in TEL
- Staff attend at least one regional library workshop

2020-2021

- Staff search and use online resources
- Complete basic routine computer maintenance

Goal 2 – Staff attend additional training

2018-2019

- Staff participate in Webinar training for automation

2019-2020

- Staff participate in Webinar training for upgrades in automation

2020-2021

- Staff participate in Webinar training for upgrades in Automation

PART 3 – SOURCES OF FUNDING FOR TECHNOLOGY

Goal 1 – Develop line item for technology to be included in each annual budget request from the City of Newport.

2018-2019

- Request a 2 % increase for technology

2019-2020

- Request a 2% increase for technology

2020-2021

- Request a 2% increase for technology

Goal 2 – Develop line item for technology to be included in each annual budget request from the Cocke County Legislative Body.

2018-2019

- Request a 2% increase for technology

2019-2020

- Request a 2% increase for technology

2020-2021

- Request a 2% increase for technology

Goal 3 – Complete application for LSTA Grant for technology

2018-2019

- Replace public access computers as needs and funding allow

2019-2020

- Replace public access computers as needs and funding allow

2020-2021

- Replace public access and staff computers as needs and funding allow

PART 4 – INVENTORY OF EQUIPMENT, HARDWARE AND SOFTWARE AND EVALUATION TO MONITOR PROGRESS

Goal 1 – Inventory and assess all equipment, hardware and software

2018-2019

- All public computers will be inventoried and assessed.
- All staff computers will be inventoried and assessed.

2019-2020

- Plan will be implemented to replace computers as needed.

2020-2021

- Replace computers as needed

Goal 2 – The Technology Plan will be reviewed each year and evaluated, eliminated or forwarded to the next year.

PART 5 - EVALUATION METHODS

Goal 1 – Addition or replacement of equipment

- Patron wait times for using computers
- Trouble tickets for computers
- Patron surveys

Goal 2 – Staff skills evaluation

- Computer classes taken
- In-Service attendance
- Online assessments

