



## Long-Range Strategic Plan for 2012-2017

[www.amyregionallibrary.org](http://www.amyregionallibrary.org)

### **Mission Statement of the AMY Regional Library System**

To help communities create and maintain a foundation for literacy, economic development and democracy.

### **Belief Statement**

Economic development and maintaining democratic governance demands that a citizenry be properly educated, healthy, well informed and engaged in the ongoing life of their communities. Literacy in its many forms provides the underpinnings for these positive personal characteristics. The administration and staff of the AMY Regional Library strive to be an integral part of the daily lives of the residents in our 3 counties. It is our duty and responsibility to provide all residents with unique and excellent educational, recreational, informational, and cultural resources and services throughout each individual's lifespan. By building collaborative relationships with other agencies and institutions which have similar missions and goals, we are able to enhance the services of both and make the most effective use of our financial support.

### **Vision Statement**

Residents in AMY served communities will make their libraries a focal point in their community. Our libraries will be inviting places where people of all ages, cultures, backgrounds, interests, and abilities will find friendly and caring assistance to help meet their educational, informational, cultural, health, consumer and recreational needs. For those who may not be able to come to the library to enjoy these benefits, they will have access to many of these services via the bookmobile and outreach van, "mini" branches in selected locations and a user friendly web presence.

### **Technology Planning and Management**

Technology applications are essential and integrated components of AMY Regional Library operation and service and will be integrated into the long-range plan.

### **Technology Belief Statement**

We subscribe to the idea that information technology 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." Regardless of format, as quickly as we can afford its integration into our operations and services, we will pursue the most cost effective ways possible to provide our residents with access to, education about and assistance with current information and communications "wires and lights in or out of boxes".

By 2014, at least 97% of the buildings in our counties will have high speed internet access. However, based on data from our service records, surveys and focus groups, it is obvious that they will continue to depend upon their public libraries to provide high speed broadband internet access to support their learning, job searches and applications, social networking, recreation and

personal empowerment. In collaboration with other agencies and institutions, we must provide digital literacy opportunities across the life-span for our residents to attain full digital citizenship. As we have replaced 33 1/3 records and 16mm films and complimented traditional print materials with tapes then CD's and now downloadable e-book formats we continue to explore ways in which we can provide our users with the same if not better opportunities as those anywhere else in the world. While the internet may dominate requests and perceived values of users, other information packages and technologies will remain to be much a part of our library services for our residents

### **Technology Vision Statement**

Access, education and assistance are the hallmarks of AMY Regional Library Technology Services. The diverse residents of our three-county area and our staff will enjoy access to the most recent and effective information technology hardware, software, and connectivity; digital literacy instruction; and assistance when needed, which will help them to meet their service, educational, recreational, informational and cultural needs.

### **Overall Goals for AMY Regional Libraries**

#### **Administration**

- 1) To establish the library as an efficiently managed community resource that provides high-value services through the effective stewardship of public funds.
  - a) To confirm that the Regional Library system and operations are consistent with the provisions of Chapter 153A, Article 14 of the North Carolina General Statutes.
    - i. [Accomplished. Regional Library Contract in place until 2021 as approved by three counties and Town of Spruce Pine and accepted by the State Library of North Carolina.](#)
  - b) To provide library services in compliance with applicable State and Federal laws to all residents of the political subdivisions supporting the library.
    - i. [To review annually demographic and service data from the various communities served by the AMY libraries, special branches, bookmobile and outreach services and web presence.](#)
  - c) To have a written and approved set of bylaws for the conduct of Board meetings.
    - i. [Currently in place for Regional and Local Library Board.](#)
  - d) To submit board bylaws to the State Library of North Carolina on an annual basis and review board bylaws at least once every three years
    - i. [Review existing bylaws for clarification of purpose, content, and consistency. \(2012-2013\)](#)
    - ii. [Review at each Regional and Local Annual Meeting. \(2012-2017\)](#)
  - e) To hold board meetings no less than four times a year in accordance with the North Carolina Open Meetings Law
    - i. [To create an annual meeting date schedule at the annual meetings of each board. \(2012-2017\)](#)
  - f) To provide support for trustee training through various workshops and ongoing education programs provided by the State Library, the North Carolina Library Association, or other relevant organizations.

- i. Determine annually the needs and availability of such training. (2012-2017)
- g) To conduct an orientation program for each new board member.
  - i. Currently in policy and practice. (2012-2017)
- h) To provide current library financial and statistical reports for review at each Regional and local library board meeting.
  - i. Currently in policy and practice. (2012-2017)
- i) To inform the boards of pending legislation at the local, state, and national levels that may impact local library service.
  - i. Currently in practice by the Regional Library Director. (2012-2017)
- j) To monitor statutory changes and court decisions related to library operations, and recommend any policy changes needed to maintain legal library operations.
  - i. Currently in practice by the Regional Library Director. (2012-2017)
- k) To raise awareness of the library as an essential resource by fostering ongoing public dialog through community assessment, strategic planning, and collaboration.
  - i. To gather regular input from Board members who serve also on other boards and community groups. (2012-2017)
  - ii. The Regional Library Director will continue to maintain extensive involvement with organizations, agencies, boards and groups in the 3 counties and uses those interactions for library advocacy, service awareness, needs assessment and feedback. (2012-2017)
  - iii. To provide regular communication with communities through newspapers, radio, social media,
    - i. To create a Facebook page, twitter and other social media venues for each library and the AMY Regional Library. (2012)
- l) To distribute financial information on a consistent and reliable basis.
  - i. To provide these data to the appropriate governing bodies on a quarterly basis with an Annual Report each fall. (2012-2017)
- m) To encourage board members and friends to formally and informally advocate for library funding and status with all elected and appointed officials who have fiscal and policy influence over the library.
  - i. To encourage formation of a Friends Group in Spruce Pine and Avery County. (2012-2013)
  - ii. To continue to support the efforts of the Yancey County Public Library Friends. ((2012-2017)
  - iii. To encourage a renewed effort among the Friends of the Mitchell County Public Library. (2012-2013)
  - iv. To encourage all board members and friends to participate annually in Library Legislative Day at the local, state and national levels. To attend in person or participate virtually with emails, phone calls and letters to legislative/government officials at all levels. (2012-2013)
- n) To cultivate and empower volunteers willing to act as advocates for public libraries at the local, state, and national levels.
  - i. To work with the friends of each library to develop a plan that will encourage volunteers to become advocates and to honor their efforts. (2012-2013)
- o) To include a marketing plan that reflects community needs and interests as part of the public relations program.

- i. To create a written public relations/marketing plan. (2012-2013)
  - p) To designate a staff member to coordinate public relations activities within the library and between the library and other local agencies.
    - i. To establish this role among the staff members of each library. (2012-2013)
    - ii. The Regional Library Director will coordinate these efforts and support local community outreach. (2012-2017)
  - q) To establish internal procedures to ensure the timely development of marketing and publicity for programs and services.
    - i. To be met with implementation of o and p.
  - r) To ensure that the library logo and mission statement are clearly visible on all public communications.
    - i. Current and ongoing policy. (2012-2017)
  - s) To develop a customer-friendly web and social media presence to provide access to library services and information about them. Have control of the content so that it can be updated and maintained at anytime by library staff.
    - i. To review and assess the current website and modify as needed. (2012-2013)
    - ii. To repeat this annually. (2012-2017)
  - t) To provide an easily accessible method for public feedback.
    - i. To develop a plan and process for implementing this strategy. (2012-2013)
  - u) 7. Consider the impact on library public relations when developing, reviewing, and revising library policies.
    - i. Current and ongoing policy. (2012-2017)
- 2) To ensure effective and sustainable library operations through strategic planning and sound management practices.
  - a) To identify the library's mission, vision, and strategies for achieving goals and objectives based on community needs and interests.
    - i) To adopt a five-year plan. (2012)
    - ii) To review the plan annually with data from circulation, community input (to be determined), statistical report comparison with other library systems and with input from library staffs and boards. (2012-2017)
  - b) To include regular data collection and analysis as a key component.
    - i) Current and ongoing policy. (2012-2017)
  - c) To include technologies and facilities planning.
    - i) To integrate technology and facilities planning into the 5-year and annual plans. (2012-2017)
  - d) To include disaster readiness and preservation planning.
    - i) To develop a disaster readiness and preservation plan. (2012-2014)
  - e) To update the plan at least every 5 years.
    - i) Current and ongoing policy. (2012-2017)
  - f) To employ a full-time Library Director with North Carolina Public Librarian Certification to be responsible for the daily management of all library operations, including budget, personnel, planning and assessment. Full-time means working a minimum of 35 hours per week.
    - i) Accomplished.

- g) To have a written set of policies to govern library personnel, operations and services, and review at least once every three years.
  - i) To review and update the current (1994) Personnel Policy Manual. (2012-2014)
  - ii) To develop a written set of policies and procedures that guide operations and services. (2012-2017)
  - iii) To review the Records Retention Policy. (2012-2017)
- h) To ensure that all library policies are easily accessible by library staff and the public.
  - i) To place existing policies and procedures on the website and replace as reviewed and revised. (2012-2017)
- i) To keep policies updated to reflect changes in applicable local, state and federal laws, and with relevant court decisions.
  - i) Current and ongoing policy. (2012-2017)
- j) To prepare an annual budget proposal that accurately reflects the needs of the library and the community it serves.
  - i) Current and ongoing policy. (2012-2017)
- k) To secure adequate operational funds to meet service targets.
  - i) Current and ongoing policy. (2012-2017)
- l) To develop a long-range capital plan for the library and review on an annual basis.
  - i) To develop a long-range capital plan. (2012-2014)
- m) To submit an annual application for State Aid to the State Library.
  - i) Current and ongoing policy. (2012-2017)
- n) To complete and submit annually an audit of the library's finances to the State Library.
  - i) Current and ongoing policy. (2012-2017)
- o) 6. Follow fiscal procedures consistent with state and federal law and local government requirements.
  - i) Current and ongoing policy. (2012-2017)
- 3) To raise awareness of the library as an essential resource by fostering ongoing public dialog through community assessment, strategic planning, and collaboration.
  - a) To describe the purpose of the library and its role in the community clearly and eloquently in the mission statement.
    - i) Accomplished and to be reviewed annually. (2012-2017)
  - b) To communicate the library's goals and objectives, and its progress toward meeting them, regularly to the public and to the library's governing authority.
    - i) To post long-range and annual goals and objectives on the website. (2012-2017)
    - ii) To report quarterly using the Annual Plan as a guide, to boards, friends and the general public through regular board meetings, meetings of county and town councils, reports in the local newspapers and on the Regional Library website. (2012-2017)
  - c) To engage the community in the planning process.
    - i) To conduct a client survey every 2 years. (2012-2017)
    - ii) To provide a suggestion box at each library and a telephone number and email where any suggestions, criticisms and problems can be reported. (2012-2017)
    - iii) The Regional Library Director will continuously monitor needs and accept feedback during board meetings and other gatherings of community service groups and citizens. (2012-2017)
  - d) To ensure the long-range plan is accessible to library staff and the public.
    - i) To post the current and revisions of the 5-year plan on the Regional website.

- e) To assess community perspectives, needs and use of the library through one or more accepted market research techniques.
  - i) To conduct a client survey every 2 years. (2012-2017)
  - ii) To provide a suggestion box at each library and a telephone number and email where any suggestions, criticisms and problems can be reported. (2012-2017)
  - iii) The Regional Library Director will continuously monitor needs and accept feedback during board meetings and other gatherings of community service groups and citizens. (2012-2017)
- f) To establish a regular assessment and reporting schedule to keep findings current and relevant.
  - i) To report quarterly using the Annual Plan as a guide, to boards, friends and the general public through regular board meetings, meetings of county and town councils, reports in the local newspapers and on the Regional Library website. (2012-2017)
- g) To establish venues for the public to provide input on the library.
  - i) To conduct a client survey every 2 years. (2012-2017)
  - ii) To provide a suggestion box at each library and a telephone number and email where any suggestions, criticisms and problems can be reported. (2012-2017)
  - iii) The Regional Library Director will continuously monitor needs and accept feedback during board meetings and other gatherings of community service groups and citizens. (2012-2017)
- h) To build strategic relationships with community partners to enhance the capacity of the library.
  - i) The Regional Library Director will maintain ongoing memberships on boards and agencies which have closely related service goals and objectives. (2012-2017)
- i) To develop a Memorandum of Understanding with the Friends and/or Foundation.
  - i) To do so as they develop. (2012-2017)
- j) To appoint a staff member to serve as liaison to ensure Friends and/or Foundation have needed information.
  - i) To appoint the Head Librarian of each library to this position. (2012-2017)
- k) To involve Friends and/or Foundation in long-range planning and fundraising activities.
  - i) Current and ongoing policy. (2012-2017)
- l) To encourage Friends and/or Foundation participation in local, state, and national professional associations.
  - i) Current and ongoing policy. (2012-2017)

## **Facilities**

- 1) To create library spaces that offer the community a compelling invitation to explore, gather, and engage, and to resources through appropriate infrastructure and up-to-date technology.
  - a) Assess community perceptions of library facilities.
    - i) To conduct a client survey every 2 years. (2012-2017)
    - ii) To provide a suggestion box at each library and a telephone number and email where any suggestions, criticisms and problems can be reported. (2012-2017)
    - iii) The Regional Library Director will continuously monitor needs and accept feedback during board meetings and other gatherings of community service groups and citizens. (2012-2017)
  - b) To provide access to library facilities for cultural and community activities.

- i) Current and ongoing policy. (2012-2017)
- c) To promote the library as a cultural and civic partner in the community.
  - i) The Regional Library Director will maintain ongoing memberships on boards and agencies which have closely related service goals and objectives. (2012-2017)
  - ii) To provide regular contributions to the various local and social media. (2012-2017)
- d) To provide an open, flexible building design that accommodates current and future uses.
  - i) Current and ongoing policy. (2012-2017)
- e) To provide space to implement a full range of services consistent with the library's long-range plan.
  - i) Current and ongoing policy. (2012-2017)
  - ii) To engage local library staffs and boards in a dialog to determine the space needs of each library. (2012-2017)
- f) To provide a well-designed interior that encourages self-directed and group use of the library, supports staff efficiency, and promotes eco-friendly practices.
  - i) Current and ongoing policy. (2012-2017)
  - ii) To engage local library staffs and boards in a dialog to determine the space and utilization needs of each library. (2012-2017)
  - iii) To review eco-friendly practices and develop written policy statements to guide them. (2012-2014)
- g) 4. Use signage that offers information at the point of need and frames that information from the customer perspective.
  - i) To review all signage in each library. (2012-2013)
  - ii) To include signage review on an annual "to consider" checklist. (2012-2017)
- h) To provide library service for all residents of the jurisdiction at geographic locations requiring no more than a 20 minute drive in metropolitan areas or a 30 minute drive in rural areas, or establish other service targets based on unique community needs.
  - i) Current and ongoing policy. (2012-2017)
  - ii) To provide bookmobile and outreach service to residents of the three counties. (2012-2017)
- i) To provide a convenient method to return materials 24 hours a day.
  - i) Current and ongoing policy. (2012-2017)
- j) To offer sufficient, well-lighted parking located near or adjacent to the facility.
  - i) Accomplished at all libraries except Spruce Pine.
- k) To provide a well-lighted exterior with signage that clearly identifies the building from the street.
  - i) Accomplished for all libraries.
- l) To meet current safety and fire codes, and be accessible to all members of the community, conforming to American with Disabilities Act (ADA) Standards.
  - i) To review each library for compliance. (2012-2013)
  - ii) To meet fully the requirements of the ADA Standards. (2012-2014)
- m) To provide, sustain, and refresh the library's technology infrastructure to appropriately support library operations and services.
  - i) To equip the Spruce Pine Library with thin client technologies. (2012-2014)
  - ii) To maintain the positive the current high level of service provided by the current IT provider. (2012-2017)

- n) To consider new technologies for connectivity and telecommunications when planning new or remodeled facilities.
  - i) Accomplished and will be policy for new or remodeled facilities. (2012-2017)
- o) To have sufficient devices and bandwidth to build, stimulate, and accommodate user demand.
  - i) To review current internet services in relationship to the broadband services that are to be available by 2014. (2013-2014)
- p) 4. Ensure participation in digital technology for all people.
  - i) To review current digital literacy options in each community and determine the extent to which the library can fill knowledge and service gaps for all residents. (2012-2013)
  - ii) To review annually these services. (2013-2017)
- q) To provide and sustain a technology infrastructure to support and integrate with statewide, regional and other resource sharing services, initiatives, and consortia.
  - i) To continue to monitor the NC Cardinal system and participate in the One Card Program as it evolves. (2012-2017)
- r) To ensure high speed connectivity by implementing the highest and most robust bandwidth necessary to meet community needs
  - i) To review current internet services in relationship to the broadband services that are to be available by 2014. (2013-2014)
- s) To offer quality wired and wireless connectivity for use by patrons and staff.
  - i) Accomplished, but will be continuously reviewed for effectiveness. (2012-2017)
- t) To adopt current industry standards for physical networking and wireless networking in conjunction with library renovations or new construction.
  - i) Accomplished, but will be continuously reviewed for effectiveness. (2012-2017)
- u) To assess network infrastructure annually or as part of the library's technology planning process.
  - i) Current policy and ongoing practice. (2012-2017)
- 2) To ensure efficient operation, proper maintenance, and timely implementation of needed improvements for all library spaces.
  - a) To prepare a long-range facility plan that addresses projected growth and changing community needs.
    - i) To develop a long-range facility plan and procedures. (2012-2014)
  - b) To review facility plan annually and revise plan at least every 5 years.
    - i) To be included in the policy and procedures. (2012-2017)
  - c) To analyze usage statistics to ensure library facilities meet current demands of the community.
    - i) Current policy and ongoing practice. (2012-2017)
  - d) To seek the professional expertise of a library planner and/or library architect for any new construction or major remodeling.
    - i) Current policy and ongoing practice. (2012-2017)
  - e) To dedicate expenditures for capital improvements and facility maintenance.
    - i) Current policy and ongoing practice. (2012-2017)
  - f) To maintain a schedule for regular maintenance of buildings and grounds.
    - i) To include this in the new facility plan. (2012-2014)
  - g) To develop a facilities plan that includes a schedule for refurbishing existing facilities.
    - i) To include this in the new facility plan. (2012-2014)



- h) To establish a disaster response and recovery procedure.
  - i) To develop a disaster response policy and procedure document. (2012-2014)
- i) To promote energy efficiency, use of natural daylight, waste reduction, and improvement of air quality by incorporating sustainable building features into renovations or new construction.
  - i) To review all current practices related to eco-friendly operation and management and develop policies that mirror the best practice in the field. (2012-2014)
- 3) To establish the library as a community anchor by pursuing public input and local partnerships during facility planning, design, and renovation.
  - a) To seek community input for all renovation and construction projects
    - i) Current and ongoing policy. (2012-2017)
  - b) To provide meeting rooms and other spaces for community programs and events.
    - i) Accomplished.
  - c) To participate in cooperative planning and programming with local agencies and organizations.
    - i) The Regional Library Director will continue to maintain extensive involvement with organizations, agencies, boards and groups in the 3 counties and uses those interactions for library advocacy, service awareness, needs assessment and feedback. (2012-2017)

## Human Resources

- 1) To deliver valued programs and services through competent staff that understand community needs and are committed to high-quality customer service.
  - a) To provide paid staff during all hours the library is open.
    - i) Current and ongoing policy. (2012-2017)
  - b) To ensure the library has sufficient staff under professional supervision to provide a safe library facility and quality library service.
    - i) Current and ongoing policy. (2012-2017)
  - c) To ensure library staff have the necessary knowledge and skills to provide library services.
    - i) To provide quarterly Management Team meetings at which some aspect of library service is learned or reinforced, especially new developments, services and available external programs. (2012-2017)
    - ii) To encourage staff participation in webinars and other online learning through such opportunities as Web Junction and State Library sponsored programs. (2012-2017)
    - iii) To take advantage of State Library ongoing education provided regionally. (2012-2017)
    - iv) To encourage participation in library and related professional conferences as appropriate. (2012-2017)
  - d) To recruit and select staff with community demographics in mind.
    - i) Current and ongoing policy. (2012-2017)
  - e) To include diversity training in staff development plan.
    - i) Current and ongoing policy. (2012-2017)
- 2) To develop and empower a diverse, well-trained, and motivated staff able to fulfill library goals and objectives.

- a) To have written personnel policies related to effective personnel management that are correlated with policies of the governing body.
    - i) [To review and update the current \(1994\) Personnel Policy Manual. \(2012-2014\)](#)
  - b) To use written job descriptions both to hire and to conduct annual performance evaluations.
    - i) [Current and ongoing policy. \(2012-2017\)](#)
    - ii) [To include this requirement in the revised Personnel Policy Manual. \(2012-2014\)](#)
  - c) To have a written plan for recognizing outstanding effort and achievement by library staff.
    - i) [Current and ongoing policy. \(2012-2017\)](#)
    - ii) [To include this requirement in the revised Personnel Policy Manual. \(2012-2014\)](#)
  - d) To employ professional librarians to oversee programs and services for children and teens.
    - i) [To set as a goal for future hires to the fullest extent possible. \(2012-2017\)](#)
  - e) To employ professional librarians to oversee specialized programs and services for adults.
    - i) [To set as a goal for future hires to the fullest extent possible. \(2012-2017\)](#)
  - f) To employ sufficient information technology services personnel to assess, develop/design, administer and maintain technologies needed and used by the library.
    - i) [Current and ongoing policy. \(2012-2017\)](#)
  - g) To designate a staff member to coordinate public relations activities within the library and between the library and other local agencies.
    - i) [To be included in the revised Personnel Policy Manual \(2012-2017\)](#)
  - h) To implement a written staff development plan.
    - i) [To write and begin implementation of a staff development plan. \(2012-2014\)](#)
  - i) To provide technology tools and resources in support of professional development and/or ongoing education of library staff.
    - i) [Current and ongoing policy. \(2012-2017\)](#)
  - j) To support staff participation in ongoing education programs and self-education.
    - i) [Current and ongoing policy. \(2012-2017\)](#)
  - k) To support staff participation in state and national professional associations.
    - i) [Current and ongoing policy. \(2012-2017\)](#)
  - l) To offer pay plans and benefits comparable to those of county, municipal, school, academic and private workers in the community.
    - i) [Current and ongoing policy. \(2012-2017\)](#)
- 3) To develop strong community connections through ongoing staff involvement with local organizations and through volunteer-enhanced programs and services.
- a) To develop policies and procedures describing how volunteers, academic interns, and other non-employees contribute to the library.
    - i) [To be included in the revised Personnel Policy Manual \(2012-2017\)](#)
  - b) To support staff participation as both active members and leaders of community organizations and groups, as outlined in a staff development plan.
    - i) [To be included in the revised Personnel Policy Manual \(2012-2017\)](#)

## Resources

- 1) To develop and provide access to library resources that are essential for the community to thrive and support digital citizenship.
  - a) To develop a Collection Management Plan and review regularly as part of the library's long-range planning process.
    - i) To develop a written Collection Management Plan. (2012-2014)
    - ii) To review the CMP annually. 2015-2017
  - b) To maintain a collection of materials that reflects the needs and interests of the community.
    - i) Current and ongoing policy. (2012-2017)
  - c) To provide access to materials in formats appropriate to the needs and interests of all populations.
    - i) Current and ongoing policy. (2012-2017)
  - d) To provide access to materials in languages appropriate to the needs and interests of the community.
    - i) Current and ongoing policy. (2012-2017)
  - e) To provide access to materials that represent a wide variety of viewpoints.
    - i) Current and ongoing policy. (2012-2017)
  - f) To retain, preserve and provide access to materials with local and historical content.
    - i) Current and ongoing policy. (2012-2017)
  - g) To provide helpful, relevant, digital resources.
    - i) Current and ongoing policy. (2012-2017)
  - h) To support the creation of original digital content.
    - i) To develop a Digital Content Creation Plan. (2013-2014)
  - i) To participate in statewide resource sharing programs and services, and promote these resources to library users.
    - i) Current and ongoing policy. (2012-2017)
  - j) To provide current technology tools and applications to support fast and easy access to digital resources and the creation of original digital content.
    - i) Current and ongoing policy. (2012-2017)
  - k) To provide adaptive technology to ensure access for all persons.
    - i) Current and ongoing policy. (2012-2017)
    - ii) To review all technology applications to assure that they meet the needs of our users. (2012-2013)
- 2) To provide easy and convenient access to well-selected library materials in a variety of formats.
  - a) To allocate funds for purchasing materials and for access to electronic resources, based on the Collection Management Plan.
    - i) Currently practiced, but to become part of the new CMP. (2012-2017)
  - b) To participate in cost-effective cooperative purchasing opportunities to acquire library resources.
    - i) Current and ongoing policy. (2012-2017)
  - c) To establish and meet a service target for total expenditures for collections.
    - i) Current and ongoing policy. (2012-2017)
  - d) To use an Integrated Library System (ILS), to support the management and development of the library's collection.
    - i) Current and ongoing policy. (2012-2017)

- e) To catalog library collections according to currently accepted cataloging and classification practices to facilitate access and resource sharing.
  - i) [Current and ongoing policy. \(2012-2017\)](#)
- f) To organize and display collections to facilitate browsing.
  - i) [Current and ongoing policy. \(2012-2017\)](#)
- g) To evaluate items in the collection for retention, replacement, or withdrawal, according to the Collection Management Plan.
  - i) [Currently practiced, but to become part of the new CMP. \(2012-2017\)](#)
- h) To collect and report statistics related to the availability and use of materials and electronic resources as required for the Annual Statistical Report of North Carolina Public Libraries, using standard definitions supplied by the State Library.
  - i) [Current and ongoing policy. \(2012-2017\)](#)
- 3) To build and provide access to library resources that reflect the community, meet identified needs and interests, and promote the free exchange of ideas.
  - a) To offer interlibrary loan service to supplement, but not supplant, local collection development.
    - i) [Current and ongoing policy. \(2012-2017\)](#)
  - b) To support interlibrary loans and statewide sharing by sharing bibliographic records and holdings.
    - i) [Current and ongoing policy. \(2012-2017\)](#)
  - c) To assess community perspectives, needs and use of the library resources through one or more accepted market research techniques.
    - i) [To conduct a client survey every 2 years. \(2012-2017\)](#)
    - ii) [To provide a suggestion box at each library and a telephone number and email where any suggestions, criticisms and problems can be reported. \(2012-2017\)](#)
  - d) To establish a regular assessment and reporting schedule to keep findings current and relevant.
    - i) [Current and ongoing policy. \(2012-2017\)](#)
  - e) To establish venues for the public to provide input on library resources.
    - i) [To conduct a client survey every 2 years. \(2012-2017\)](#)
    - ii) [To provide a suggestion box at each library and a telephone number and email where any suggestions, criticisms and problems can be reported. \(2012-2017\)](#)

## Services

- 1) To provide easy and convenient access to programs and services for all members of the community.
  - a) To have at least one facility open at least 40 hours per week.
    - i) [Current and ongoing policy for all 4 libraries. \(2012-2017\)](#)
  - b) To establish hours of operation for all service points that are convenient and consistent.
    - i) [Current and ongoing policy. \(2012-2017\)](#)
  - c) To provide the library's full range of services during all open hours.
    - i) [Current and ongoing policy. \(2012-2017\)](#)
  - d) To maintain a web presence that is ADA compliant and provides 24/7 access to the library's online catalog.
    - i) [Current and ongoing policy. \(2012-2017\)](#)

- e) To provide services to everyone in the library's service area, as defined by written policies.
  - i) [Current and ongoing policy. \(2012-2017\)](#)
- f) To ensure access to all resources for everyone in the library's service area, unless restricted by law or library policy.
  - i) [Current and ongoing policy. \(2012-2017\)](#)
- g) To provide information services by qualified staff members using a combination of face to face and appropriate communication media.
  - i) [Current and ongoing policy. \(2012-2017\)](#)
- h) To provide assistance and training in the use of technologies necessary to access resources.
  - i) [To review all technology and digital literacy efforts to determine the need for changes in current service based on the 2012 user survey and input from current users. \(2012-2013\)](#)
  - ii) [To develop a comprehensive plan to provides such training and education as found to be needed. \(2012-2014\)](#)
- i) To provide digital literacy programs and services.
  - i) [To review all technology and digital literacy efforts to determine the need for changes in current service based on the 2012 user survey and input from current users. \(2012-2013\)](#)
  - ii) [To develop a comprehensive plan to provides such training and education as found to be needed. \(2012-2014\)](#)
- j) To provide early literacy programs and services.
  - i) [To review all early literacy programs and services to determine the need for changes in current service based on the 2012 user survey and input from current users. \(2012-2013\)](#)
  - ii) [To develop a comprehensive plan to provide such training and education as found to be needed. \(2012-2014\)](#)
- k) To provide programs and services that support adult literacy.
  - i) [To review all adult literacy programs and services to determine the need for changes in current service based on the 2012 user survey and input from current users. \(2012-2013\)](#)
  - ii) [To develop a comprehensive plan to provide such training and education as found to be needed. \(2012-2014\)](#)
- l) To collaborate with local agencies and organizations with similar missions.
  - i) [Current and ongoing practice. \(2012-2017\)](#)
- m) To use an Integrated Library System (ILS), automated catalog, content management system or similar electronic resource system to support the circulation of the library's collection.
  - i) [Current and ongoing practice. \(2012-2017\)](#)
- n) To implement and regularly review circulation policies and procedures
  - i) [Current and ongoing practice annually. \(2012-2017\)](#)
- o) To comply with North Carolina law regarding confidentiality of customer records (NCGS 125, Chapter 3).
  - i) [Current and ongoing practice. \(2012-2017\)](#)
- p) To provide programs that are open to all.

- i) Current and ongoing practice. (2012-2017)
  - q) To offer programs for all ages that reflect the diverse needs and interests of the community.
    - i) Current and ongoing practice. (2012-2017)
  - r) To offer programs at times and days of the week that best meet community needs.
    - i) Current and ongoing practice. (2012-2017)
- 2) To ensure efficient and effective customer service for all library users.
  - a) To establish a written set of policies regarding use of library materials and resources that facilitate access.
    - i) To develop a written set of policies and procedures that guide operations and services. (2012-2014)
  - b) To establish a fines and fee policy that promotes use by people of all income levels.
    - i) Current and ongoing practice. (2012-2017)
  - c) To make all such policies readily accessible by the public.
    - i) To place all policies and procedures on the AMY website and have one hard copy at each circulation desk. (2012-2014)
  - d) To comply with North Carolina law regarding confidentiality of customer records (NCGS 125, Chapter 3).
    - i) Current and ongoing practice. (2012-2017)
  - e) To adopt a policy emphasizing welcoming and effective service for all segments of the community.
    - i) Current and ongoing practice. (2012-2017)
- 3) To deliver relevant programs and services that meet needs identified through community-focused strategic planning
  - a) To support continuous improvement in public access technology services by sharing expertise and best practices with other providers locally, regionally and nationally.
    - i) The Regional Library Director to attend NCPLDA meetings, monitor the NCPLDA and State Library listservs, attend continuing education opportunities as related to local needs.
  - b) To assess community perspectives, needs and use of the library services through one or more accepted market research techniques.
    - i) To conduct a client survey every 2 years. (2012-2017)
    - ii) To provide a suggestion box at each library and a telephone number and email where any suggestions, criticisms and problems can be reported. (2012-2017)
    - iii) The Regional Library Director will continuously monitor needs and accept feedback during board meetings and other gatherings of community service groups and citizens. (2012-2017)
  - c) To establish a regular assessment and reporting schedule to keep findings current and relevant.
    - i) To conduct a client survey every 2 years. (2012-2017)
    - ii) To provide a suggestion box at each library and a telephone number and email where any suggestions, criticisms and problems can be reported. (2012-2017)

- iii) The Regional Library Director will continuously monitor needs and accept feedback during board meetings and other gatherings of community service groups and citizens. (2012-2017)
- d) To establish venues for the public to provide input on the library services.
  - i) To conduct a client survey every 2 years. (2012-2017)
  - ii) To provide a suggestion box at each library and a telephone number and email where any suggestions, criticisms and problems can be reported. (2012-2017)
  - iii) The Regional Library Director will continuously monitor needs and accept feedback during board meetings and other gatherings of community service groups and citizens. (2012-2017)
- e) To collaborate with community organizations, governmental agencies, schools, and other educational institutions to develop services and programs.
  - i) The Regional Library Director will continue to maintain extensive involvement with organizations, agencies, boards and groups in the 3 counties and uses those interactions for library advocacy, service awareness, needs assessment and feedback. (2012-2017)
- f) To establish cooperative agreements between the library and other local governmental agencies for shared services.
  - i) To be developed as needed. (2012-2017)