

DEMOCRATIZING ACCESS TO INFORMATION TECHNOLOGY

Goal: Rowan Public Library is a vital connection to computerized tools for research, study and communication, especially for those citizens who do not have electronic connections at home or are unfamiliar with how to make maximum use of them.

Program Summary

- ▶ *Fully developing the Information Station concept at all Library locations.*
- ▶ *Conducting relevant training programs on computer uses.*
- ▶ *Emphasizing the distinction between raw information and valid intelligence.*
- ▶ *Incorporating current technology applications throughout the Library.*
- ▶ *Maintaining a comprehensive and easily accessible and useable website.*

Objective 1: Use information technology to make library resources universally available to the community twenty-four hours a day by FY2005.

Desired outcome: Library customers will be able to use library resources and services from their homes and offices.

Activity A: Further develop the library's digital archives for those who are interested in local history and genealogy by adding at least 50 documents annually.



Activity B. Make reserve and renewal services available on-line by FY2005.

Activity C: Promote the use of NC-LIVE to customers through handouts and classes by FY2005.

Activity D: Evaluate the option of providing library electronic subscriptions to home computer users by FY2005.

Activity E: Develop a plan for providing wireless Internet access within library facilities and within the immediate vicinity of the library at all locations by FY2005.

Responsibility: Information Technology staff
Information Services staff
Management Team

Cost: Annual operating budget

Objective 2: Work with external partners to offer at least three computer training programs annually by FY2005.

Desired outcome: Library computer resources will be well used by the public.

Activity A: Determine training needs and potential partners for training programs by FY2004.

Activity B: Develop training materials and present programs by FY2005.

Responsibility: Information Technology staff
Information Services staff

Cost: Annual operating budget

Objective 3: Develop the library's website into the strongest and most comprehensive delivery tool possible for information to individuals accessing the site by FY2006.

Desired outcome: The library will offer a highly useful and easy-to-use web site.

Activity A: Redesign the library website based on the results of usability testing by FY2005.

Activity B: Select and make available electronic subscription services to library customers at home by FY2006.

Responsibility: Information Technology Staff
Information Services Staff
Operations Manager

Cost: Subscription cost not yet determined

Objective 4: Replace all library technology infrastructure when it becomes obsolete in order to keep library technology state-of-the-art by FY2006.

Desired outcome: Library computer resources will be state of the art.

Activity A: Identify all library computers that are more than 3 years old and replace them with new state of the art machines by FY2006.

Activity B: Pursue funding through the county and from grants to expand services as needed.

Responsibility: Information Technology Staff
Operations Manager

Cost: \$35,000 annually

