

## **PUBLIC LIBRARY**

### **General Information**

Department Head: Ross Holt  
Location: 201 Worth Street, Asheboro, NC 27203  
Phone Numbers: Main Number: 318-6800

Archdale Library: 431-3811  
Assistant Director: 318-6814  
Business Office: 318-6812  
Children's Room: 318-6804  
Circulation Desk: 318-6801  
Director: 318-6806  
Extension Dept: 318-6816  
Franklinville PAT Office: 824-4144  
Randolph Room: 318-6815  
Reference Desk: 318-6803  
Seagrove Library: 873-7521  
Systems Administration: 318-6822  
Technical Services: 318-6807  
Fax: 318-6823

### **Mission**

To provide the reading and informational needs of citizens at library sites, through remote access, and to homebound and institutional patrons.

### **General Library Objectives**

1. To assemble, preserve and administer, in organized collections, books and related educational and recreational material in order to promote, through guidance and stimulation, the communication of ideas, an enlightened citizenship and enriched personal lives.
2. To serve the community as a center of reliable information.
3. To provide a place where inquiring minds may encounter the original, sometimes unorthodox and critical ideas so necessary as correctives and stimulants in a society that depends for its survival on free competition of ideas.
4. To support educational, civic and cultural activities of groups and organizations.
5. To provide opportunity and encouragement for children, young people, men and women to educate themselves continuously.
6. To seek continually to identify community needs, to provide programs of service to meet such needs, and to cooperate with other organizations, agencies and institutions which can provide programs or services to meet community needs.

7. To provide opportunity for recreation through the use of literature, music, film and other art forms.

### **Summary**

The public library is a storehouse of information for the people to access. The U.S. Constitution and many laws guarantee freedom of speech, thought, reading and access to information. The public library provides access to information and reading materials for everyone. Whether the request is for recreation, pleasure, research or continuing education, the public library fills it in a society that supports this institution not only for what it provides but also for what it symbolizes. This department has 32 allocated positions.

### **Overview**

The library system in Randolph County came about as libraries sprang up in towns around this geographically large county. The oldest, in Franklinville, opened in 1924. Asheboro and Ramseur both opened a library in 1936. The Randolph County Commissioners approved a library in 1940, appointing a board of trustees and appropriating funds to support it. Randleman opened its first library in 1941. Liberty followed in 1942. In 1946 a branch library for African Americans opened in Asheboro. Archdale and Seagrove did not have libraries until 1973. Also in 1973 the Friends of the Library organized, and by June of 1974 they had 500 members. In 1977 Dial-A-Story, sponsored by the Friends of the Library, was initiated.

Early on, the county library's main focus was a bookmobile received from federal funds through the Works Progress Administration (WPA). The bookmobile traveled across the county, stopping at country stores, churches, post offices, and crossroads. In 1949, bookmobile service was extended to the county's African Americans. In 1954, the county library moved into the basement of the courthouse. The bookmobile was taken out of service in 1971, and Extension Service was redesigned to accommodate the needs of the patrons with a van service. Also, by that time most of the branch libraries were in place.

All branch libraries except Archdale and Seagrove have active boards of trustees appointed by their respective city councils. Each of these boards has the mayor or a council member on the board. The Archdale Library Board of Trustees became the Archdale Library Friends when the county took over the Archdale library in 1992. Following the county takeover of the Seagrove library in 2005, the Seagrove Library Board became the Seagrove Friends of the Library in 2007.

The Randolph Public Library Board of Trustees is made up of 10 members appointed by the county commissioners for 6-year terms. This advisory board represents the county geographically.

The Asheboro Public Library, Inc. had its beginnings in 1935, when a group of nine bridge club members formed the Randolph Library Club, later known as the Randolph Library Association. This group solicited books and donations by way of the "little red

wagon” brigade and opened the first library in Asheboro in 1936. They eventually incorporated as Asheboro Public Library, Inc. and continued to raise money for books and operational expenses for the Asheboro Public Library. For many years, the Asheboro Public Library was located on the ground floor of the city municipal building. This group is still active today, managing a trust account that has holdings for improvements to the Asheboro Library. They elect their own members.

The Randolph Public Library director is an ex-officio member of all the libraries’ boards of trustees and of Asheboro Public Library, Inc. The director attends all their quarterly meetings and gives reports and offers advice. The director also attends meetings of the Seagrove Library Friends and Friends of the Randolph Public Library.

In 1963, the City of Asheboro approved a \$300,000 bond to erect a building at the corner of Worth and Cox streets to serve as the headquarters facility for the Asheboro Library and the Randolph County Library, and the move was completed in 1964. When the city and the county merged their two libraries, they agreed that the city would maintain the building and the county would provide the staff. They would jointly provide funding for books. This building was expanded to 25,000 square feet and renovated in 1994-95 at a cost of \$1.5 million, also funded by a bond referendum. During the yearlong project, the library temporarily relocated to a vacant supermarket in Northgate Plaza on North Fayetteville Street.

This governance arrangement still exists today, and the county has a close working relationship with all the branch libraries. The county provides direct and indirect funding and support to all the libraries. There is a daily courier service to each town library for intra-library loans.

The county purchased and installed an integrated automated system in 1997 for the entire library system, at no cost to the branch libraries. Staff did the entire initial training and bar-coded every item in each library. The headquarters library was closed for one week, and each branch was closed for 1-2 days. All ongoing training and maintenance of the system is done in-house. The automation system was upgraded in 2005 with no interruption in service.

The county owns 6 vehicles for the library’s use:

- 2015 Dodge Caravan, purchased new
- 2014 Dodge Caravan, purchased new
- 2013 Dodge Caravan, purchased new
- 2012 Dodge Caravan, purchased new
- 2007 Dodge Caravan, purchased new
- 1998 Ford Windstar

The new vans replaced much older, high-mileage models, including one with over 150,000 miles on the odometer. These vehicles are used daily in Extension Services, for delivery of material among branches, for IT troubleshooting and for outreach programming.

The headquarters library is open 65 hours a week (Mon-Thurs 9-9, Fri 9-6, Sat 9-5). Therefore, most of the public service staff has to work some nights and Saturdays.

The library serves as a homework center for elementary, middle school, and high school students. In 2003, for added safety, the library began paying off-duty law enforcement personnel to act as security guards in the library.

The library has an excellent website through which the public can access a wealth of information [www.randolphlibrary.org](http://www.randolphlibrary.org) and a website designed for access to online research resources, [www.randquest.org](http://www.randquest.org).

In 2008, the City of Asheboro offered the use of a city owned storefront on 226 Sunset Avenue for use as the Friends Bookstore following the dismantling of the White House and the Cox Street bookstore. The new Book Shop, operated by Friends' volunteers, is open Tuesday, Thursday and Saturday from 10-2 and during special downtown festivals.

## **Service Area: Administration**

### **Mission**

To facilitate, oversee, and support the public library services of the county.

### **Summary**

Fiscal responsibility for all budgets of the library, including county, state and municipal funding, grants and gifts, is maintained. Advice and guidance is provided to branch library managers, boards of trustees, and municipal management. A daily delivery system of books and materials is provided to all libraries. Staff is also provided to town/branch libraries on an as-needed basis to cover medical and vacation leaves. Good communication and rapport are maintained with all local media through press releases and speakers. A monthly newsletter is produced and used as a marketing tool. Staff members coordinate programs for adults, including author appearances, musical performances, learning opportunities, etc., with the Friends of the Library as sponsor. Serial and periodical subscriptions in print and electronic formats are ordered and maintained for all libraries. There are five full-time positions, one allocated part-time position and two hourly positions.

The general maintenance of the Asheboro/Randolph Public Library building is managed cooperatively by the City of Asheboro and Randolph County.

### **Operations**

Five full-time positions, one allocated part-time position and three hourly positions serve in Administration. These are the Library Director, Assistant Director, Business Manager, Town Library Consultant, the and the Asheboro library Housekeeper (full-time); the Archdale library Housekeeper (allocated part-time); two half-time Office Assistant IIs; and one Library Accounting Clerk (hourly part-time). This department handles all the financial and business aspects of the system. It has a very close working relationship with all the branches. The director attends all the branch libraries' board of trustee meetings and shares information with them.

The Town Library Consultant and an Office Assistant II serve as a daily link between the headquarters library and the branch libraries. They provide a daily courier service (three each per day) to all six branches. County staff provides computer training for branch librarians and fills in for them when they are understaffed.

An Office Assistant II orders all office supplies and takes care of postage and printing. The Library Accounting Clerk handles printing of overdue notices for the Circulation Department, and assists with accounts payable and weekly deposits, periodicals management, and Smart Start reports.

The Business Manager is responsible for accounts payable and accounts receivable for the whole system. The Business Manager prepares the budget for the library and the Smart Start and Raising a Reader programs. The annual state library report is prepared by the Business Manager. This includes statistical and financial items for the entire library system. The business office handles all personnel records and issues at department level.

The Assistant Director is responsible for the library system in the absence of the director; acts as headquarters branch manager; and serves as Friends of the Library liaison.

The Asheboro library Housekeeper provides cleaning and light maintenance support for the Asheboro and Seagrove libraries and fills in for the Archdale Housekeeper as warranted.

The Archdale library Housekeeper provides cleaning and light maintenance support for the Archdale library and the Friends of the Library Bookshop, and fills in for the Asheboro Housekeeper as warranted.

The Library administrative staff produces a monthly newsletter that highlights events and services of the library system.

The Franklinville Parents as Teachers Program (PAT), funded with a grant from Randolph County Partnership for Children, is administered by this service area. One staff member serves the Franklinville/Ramseur area as PAT Coordinator and is housed in the Franklinville Library (see Smart Start Performance Measurement for more information).

## **Service Area: Archdale Library**

### **Mission**

To provide a full-service public library to the residents of the Archdale region of the county.

### **Summary**

The Archdale Public Library is a full-service public library, offering all the same services to the public as the headquarters library (except for the Randolph Room and Extension Services). These include reference, circulation, Internet and WIFI access, children's services, programming and free public meeting space. Randolph Community College-Archdale Campus contracts with the Archdale Public Library to provide library services for its students. There are three full-time positions and one part-time position allocated to this service area. There are three additional part-time hourly employees.

### **Operations**

From the time the Archdale library first opened in 1973, the Archdale City Council has recognized the importance of having a full-service, full-time public library. In 1992, the City of Archdale negotiated with the Randolph County to take over the operations and the employees of this branch. The Archdale library is the system's largest branch and serves the largest population of any of the branches. The branch manager is a professional librarian. He/she reports directly to the Randolph Public Library director. This branch is staffed with three full-time and four part-time employees. The library is open 61 hours per week.

In 2002 the Archdale library underwent an expansion (paid for by the City of Archdale) which tripled its size.

## **Service Area: Children's Services**

### **Mission**

To provide age-appropriate materials and reference services to children and their families; to provide children's programming that encourages reading and learning.

### **Summary**

Age-appropriate books, audiovisual materials and Internet service are made available to children, along with reference service for school assignments and general interest. The Summer Reading Program for all seven libraries is offered, as well as storytimes and storytime workshops for childcare workers in the county. Training and resources for adults who work with children are also provided. There are four allocated positions for this service area.

### **Operations**

The library has always had services for children. Even on the bookmobile of years ago, storytime was offered. All the libraries have a special area set aside for children's services. The Children's Room at the headquarters library has books, audiovisual materials, colorful bulletin boards and displays, and iPads and computers with educational games appropriate for a variety of ages as well as Internet access if a parent is seated with them. It is staffed with three and one-half full-time employees. The supervisor has a master's degree in library science (a requirement for this position). The children's room is open 65 hours a week, whenever the building is open. The four employees rotate working nights and Saturdays.

Children's services staff provides weekly programming for children of all ages, including baby, toddler, pre-school and family storytimes, and a music and movement program for children age 0-4. Every Child Ready to Read techniques are incorporated into all activities for ages 0-4, which also include an educational component for parents/caregivers to help them get their children ready to learn to read. The staff also provides special events throughout the year such as guest storytellers, music, magicians and animal programs during the year. The staff occasionally travels to schools and childcare centers to present programs, and trains child care workers and Early Childhood Education students in story time techniques. Staff members also coordinate children's book clubs and the "Tails to Read" program, which enables children to read to therapy dogs.

The Children's services staff provides reference service for children as well as for adults who work with children. A reader's advisory service is provided for children, parents/caregivers, teachers and children's literature students. One staff member also assists with processing of children's books.

For many years the library system has participated in the statewide Summer Reading Program. This program encourages students to read over the summer. This program has a different theme each year and includes activities at all libraries in the system. The children's services staff has

continued to help branch libraries with their summer programs whenever possible, while still providing summer programs for Asheboro patrons. The Friends of Randolph Public Library and a Grassroots grant from the Randolph Arts Guild fund the Summer Reading Program activities.

## **Service Area: Circulation**

### **Mission**

To maintain an orderly system of checking in/checking out library materials and to maintain an efficient patron registration database.

### **Summary**

A computerized database of registered library users is maintained for rapid check in/check out. Patrons and staff are able to access the catalog system electronically to check availability/request/reserve books and other materials. The system also efficiently tracks overdues. The public library works closely with the Friends of the Library for coordination of gift books, their thrice weekly book sales, special programs and other special events. There are three full-time allocated positions, one allocated part-time position and one hourly part-time position for this service area.

### **Operations**

The Asheboro library is the busiest of all the libraries in the system. The Circulation Department is the service area with which most patrons are familiar. The Circulation staff has three full-time and two part-time employees, as well as supervised volunteers. Duties performed on a daily basis are issuing library cards, checking in and out and renewing materials, maintaining the book and audiovisual collection, maintaining book displays, assisting patrons with book selection, updating information for patron records, handling reservations for the conference room and meeting room, and assisting town libraries with inquiries. Library cards are free to the public with a \$1.00 replacement fee for the initial lost card (\$5.00 thereafter). Overdue fines on books are 10 cents per day per item and \$1.00 per day per item for DVDs. The Circulation staff strives to provide a friendly, helpful and knowledgeable environment, as well as providing quick and accurate service for all patrons' needs.

The automation system generates a daily printout of books that go to the other six branches of the library. Patrons are notified through an automated caller to inform them that materials are available at the circulation desk for pick up within a five-day waiting period. An automated phone message alerts patrons when they have overdue materials that need to be returned to the library. The system also generates calls, after three days, and final notice cards that are mailed to patrons when materials are 30 days overdue. The final bill at 45 days informs the patron that any outstanding accounts exceeding \$25.00 will be turned over to a collection agency, which attempts to collect the fine and/or materials. These accounts are maintained through the automation system.

The automation system allows patrons to have full access to their library account. The system can search for books by title, author or subject and ascertain their status, place a hold on a book, review library records, check for news and upcoming events, access bestseller lists, dictionaries, and other resources.

The library staff cannot give out information about any patron without a court order, per the state library confidentiality law.

## **Service Area: Extension Services**

### **Mission**

To meet the information and reading needs of the homebound, residents of nursing/rest homes, and children in county daycare facilities.

### **Summary**

A collection of reading materials and informational needs suitable for the needs of homebound and nursing/rest home residents is maintained and delivered to the specific target group. Special programs such as regular storytimes and the Summer Reading Program are developed and implemented for child care facilities. Extension Services staff serve on various community aging-related committees to offer expertise. There are two full-time allocated positions for this area.

### **Operations**

Extension Services was formed in 1971 when the county discontinued the bookmobile. That was a logical time to discontinue the bookmobile because it was worn out, several branch libraries were in operation across the county, and so many women were by then working away from home that the bookmobile no longer served the large population it once did. The county purchased a van for Extension Services, and staff took library services to the homebound (primarily the elderly and the physically handicapped). Most of their referrals came from Social Services.

Today Extension Services takes books and other materials to child care centers, nursing homes and adult care homes, and to homebound individuals. The department also provides programming, such as storytimes, at child care centers. Extension Services has a large adult instructional collection, developed with funds from the Randolph County Partnership for Children. This collection is used by the staff members of county day care centers. Program materials are taken to the nursing homes, rest homes and adult day cares for use by the activity directors and the residents. These library materials include regular and large print books, DVDs, audiobooks, magazines, "coffee table" books and programming materials.

These employees also work with the Randolph County Partnership for Children to offer expertise. Staff members also serve on the Randolph County Aging Services Planning Committee.

Two full-time employees work in this area. In a year's time they provided over 400 preschool and school-age storytimes and 30 adult programs. The children's storytimes reached an average audience of 679 children and 88 adults per month in 26 child care facilities. Attendance at adult programs averaged 54 individuals per month. Residents and staff of 14 county adult care facilities and 55 individual homebound patrons were visited every four weeks. Extension Services librarians pride themselves on knowing their patrons and being able to fill special requests. They are in the field Monday through Thursday. The process of selecting, gathering and loading material is ongoing. Visit and programming statistics are compiled at the end of each

day for the monthly report. All materials circulated are checked in and out by the extension staff. Fridays are used to complete any unfinished tasks and prepare for the upcoming week. Extension work, with all the lifting, carrying and loading/unloading, is physically demanding.

Extension service is supported by two recently-acquired Dodge Caravan minivans, which replaced two long-serving, high-mileage 1998 Ford Windstar minivans.

## **Service Area: Randolph Room**

### **Mission**

To maintain and develop a local history collection; to assist researchers.

### **Summary**

A collection of books and materials specific to the local history and genealogy of Randolph County is collected, maintained and kept in the Randolph Room in order to address the interests from the library's patrons. Staff members assist the public in these areas and periodically speak to groups about the history of Randolph County. Randolph Room staff members have established good working relationships with the Randolph County Historical Society, the Randolph County Genealogical Association and the Historical Landmark Commission of Randolph County. There are one and one-half positions allocated for this service area and one hourly part-time position.

### **Operations**

In 1938, the county commissioners appointed Laura Stinson Worth as "County Historian" to keep the history of the county. An office in the basement of the courthouse was provided for this purpose. Mrs. Worth compiled historical sketches pertaining to Randolph County and answered mail from people requesting historical information. She was the driving force behind the establishment of the Randolph Historical Society. She became nationally known for her efforts to preserve historical articles and artifacts. Mrs. Worth had an office in the current building once it was opened. She remained in this position until 1974. Her work in the area of local history served as the foundation for and precursor to the Randolph Room.

The Randolph Room is a very popular service of the Asheboro library. Located on the first floor, the Randolph Room includes a collection of items fundamental to the study of genealogy and local history. Visitors may learn more about Randolph County's historical sites and local family heritage. The collection is non-circulating because of the subjects and types of material it contains; however, patrons are welcome to visit and use materials in-house. Resources are available in many formats: print, microfilm, computer, photographs, maps, etc. The Randolph Room maintains a subscription to the online website Ancestry.com for in-house use by patrons throughout the service area.

Randolph Room staff also creates and improve finding aids for various types of historical material. For example, a project ongoing for many years is the indexing of obituaries in *The Courier-Tribune* and its predecessor newspapers. As of this writing the index covers 1903-1999 and is available online. No other indexing of the newspaper exists.

Digitization of and online access to local historical material is a growth area for the Randolph Room. In 2003, the Randolph Room digitized and electronically cataloged some 1,500 historic Randolph County photographs; another 2,000 photographs have since been added to the digital collection. They are available through the library's public catalog, and are indexed by subject and township as well as being searchable by keyword. The staff continues to add photographs to

this collection. The Randolph Room staff also has collaborated with the North Carolina Digital Heritage Center at UNC-Chapel Hill to offer key Randolph County history books for digitization and display on the center's website ([digitalnc.org](http://digitalnc.org)).

The Randolph Room is staffed with one full-time librarian with a master's degree; one half-time librarian shared with the Reference Department and one part-time employee. It is open to the public Mon 9-5, Tues-Wed 9-9, and Thurs-Sat 9-5.

In a typical year, the Randolph Room will have visitors from 40 states, generally people researching family history. These visitors are an unrecognized source of tourism revenue for Randolph County because they may stay over one or two nights or more. Many use their annual vacation time to come do their research and end up staying a week or more at a local motel and eating at local restaurants. The Randolph Room has a wealth of materials that are helpful in researching genealogy—everything from local maps, census records, old photographs, and obituaries to collections of various family histories. Visitors are so pleased with the resources available and the assistance they receive from the staff that they give a generous donation to the library before they leave.

Over the years the Randolph Room has received many artifacts and offers of artifacts, but there is no room to store or display them. We are hopeful that someday there will be a historical museum in Randolph County to accommodate these items. The Randolph Room itself also needs more space.

## **Service Area: Reference**

### **Mission**

To answer questions, provide library materials and assist patrons in the use of the library; to provide adult and reference collection development.

### **Summary**

Patrons are given assistance regarding the use of the library and its resources. A collection of books for adults (including large print) is developed, maintained circulated and weeded as necessary. Special working relationships are established regularly with local book clubs on request. A reference collection of online research databases, books and other materials, including periodicals and newspapers, is maintained and kept current. Information and materials are made available on request through the Interlibrary Loan program, which enables local library patrons to borrow materials from outside Randolph County. Patrons are offered instruction both individually and in class settings in use of computers, the Internet and other electronic resources such as ebooks. Access to basic legal resources is provided. There are three and one-half allocated positions for this service area, including two and one-half professional Librarian III positions and one paraprofessional Librarian II position.

### **Operations**

The Reference Department provides materials and services that are the heart of the library's public service function. Reference service helps library users find library materials, find answers to specific questions, use the Internet, select sources to meet general information needs, use the library effectively, and find out about other community agencies, organizations, and services. The department is staffed whenever the library is open. Each Reference staff member must have a Masters of Library Science degree or equivalent experience. Each member of the staff also has at least one professional-level, mission-critical off-desk responsibility: the head of Reference is tasked with managing the headquarters adult collection; another Reference librarian manages digital literacy initiatives and administers library websites; another is shared with the Randolph Room and manages Interlibrary Loan; and another provides services and programming to teens.

Books not owned by this library can be borrowed from other libraries throughout the state and the southeastern United States through Interlibrary Loan. There is a nominal fee to cover return postage. Requests may be made by calling or coming by the library, or online via the library's website.

The nature of the work done in this service area has changed drastically in the last fifteen years due to computerization and the Internet. Public Internet access and NC LIVE, the state's collection of research databases, now are core elements of reference service. Reference librarians also offer the public a repeating series of computer classes, along with other learning opportunities. To use the Internet at the library, patrons must sign the library's Internet Use

Policy. Children 10 and under must be accompanied by a parent or guardian, and young adults ages 11-15 must have permission of a parent or guardian.

## **Service Area: Seagrove Library**

### **Mission**

To provide a full-service public library to the residents of the southern region of Randolph County.

### **Summary**

The Seagrove Public Library is a full-service library offering reference and Internet resources, children's programs, circulation, and programs of general interest to the residents of southern Randolph County. The Seagrove library began operating in 1973 in a building constructed by the Seagrove Grange. The Grange rented the facility to the library for a nominal fee for over thirty years until a new facility was built by Randolph County in 2005. Hours were increased from 24 to 35 hours per week, and day open to six per week. Staffing is provided by two full time allocated positions and two hourly part-time employees. The library has always worked closely with Seagrove School in providing programs and story times, and both entities have benefited from the cooperation.

### **Operations**

The Seagrove Public Library is a full-service library offering reference and Internet resources, children's programs, circulation, and programs of general interest. The Seagrove library began operating in 1973 in a building constructed by the Seagrove Grange. The Grange rented the facility to the library for a nominal fee for over thirty years. A great demand for more hours of operation, coupled with the deterioration of the thirty-year-old structure prompted the county to provide funding for a new Seagrove Library in the 2004-2005 budget. Construction on the 5,568-square-foot building began in January 2005, with the project completed in October 2005. The \$750,000 library is adjacent to Seagrove School and continues the long-term relationship regarding programming and cooperation. The new facility has a meeting room (unlike the old building) that can be used when the library is closed. Hours increased to six days per week, including Saturdays. The Branch Librarian reports directly to the county library director. The county assumed all operations and costs of the library with some financial assistance from the Town of Seagrove.

## **Service Area: Smart Start**

### **Mission**

To address the needs of rural families with identified risk factors by providing information, support and encouragement to help their children develop optimally during the crucial early years of life. Risk factors include low income, low educational attainment, family composition and English proficiency.

### **Summary**

The Parents as Teachers Coordinator in Franklinville and Ramseur will serve 30-35 families with preschool children. The coordinator conducts monthly home visits, facilitates monthly early learning and parent group meetings, screens each enrolled child annually and links parents to other community resources. The Parents as Teachers program materials are located at the Franklinville library, and the programs are administered by the Randolph County Public Library.

### **Operations**

The Franklinville-Ramseur Parents as Teachers (PAT) Program, funded with a Smart Start grant from Randolph County Partnership for Children, is administered by the Randolph Public Library. In February 2001, a Franklinville Smart Start Planning Team came together to design a process that would increase the number of children who enter school socially, emotionally, physically, and intellectually ready to learn. More than 24 percent of children in the Franklinville Elementary School enter kindergarten with delays. The planning team consisted of parents of preschool children, representatives of the school and local library, interested citizens, and members of the faith community. After collecting and reviewing data on children and families, the team decided on an approach that would support parents in their roles as the primary teachers of children and reduce the number of children who enter school with delays. After a year of planning, the Franklinville Smart Start Planning Team recommended implementing the PAT Program in 2002 while continuing to work on strategies to increase high quality, affordable child care slots.

The PAT Program is available to 50-55 preschool children and their parent/caregiver in the Franklinville and Ramseur Elementary School districts in Randolph County. The PAT Coordinator serves between 30 and 35 families with preschool children. He/she conducts monthly home visits with enrolled families, facilitates monthly group meetings, screens each enrolled child annually, and links parents to other beneficial resources in the community. The PAT curriculum provides literacy-based instruction to parents so that they can model creative, interactive and developmentally appropriate activities with their children. The PAT coordinator provides staff support to the Franklinville- Ramseur Local Advisory Committee. The PAT coordinator and program materials are located at the Franklinville Library. All aspects of the program are fully funded through a Smart Start grant from the Randolph County Partnership for Children.

The PAT Coordinator is carefully chosen by a panel consisting of the Library Director, the RCPC Executive Director, and members of the community. A degree in early childhood education or its equivalent is a requirement of the position.

## **Service Area: Systems Administration**

### **Mission**

To maintain efficient functioning of automation system, Internet service, wide- and local-area networks for all seven libraries. Implement upgrades and new services as necessary.

### **Summary**

The maintenance of the library's automation system in public access, patron registration and circulation countywide is managed. Internet service for computers and other devices (approx. 218) at all seven libraries for public and staff use is maintained and upgraded as needed. There is one allocated position for this service area.

### **Operations**

The systems administration service area manages all aspects of the library's information technology infrastructure. The seven sites share the library's Horizon automation system via a wide area network. The Horizon system provides the public catalog, check-in/check-out, patron registration, overdue notification, acquisitions, cataloging, statistics and other unified service to the libraries. This service area also operates seven Windows 2008 or 2003 servers that provide DNS, host the library's website (including its digitized historical photo database), runs the library's Internet access management system (login authentication for public computing) and other industry-specific software applications, provides systemwide antivirus protection, and carry out other similar functions.

Systems administration also manages local area networks at each site, which link approximately 218 personal computers and other devices (including printers and iPads) countywide. These computers are used for public Internet access, word processing and catalog access, children's learning games, service desk functions such as a reference research and check in/check out of material, and staff functions.

The full-time Network Administrator manages all these operations and is the sole staff member in this service area. The Library Director, who in a previous capacity served as systems administrator, and the Assistant Director back up the Network Administrator.

## **Service Area: Technical Services/Processing**

### **Mission**

To acquire, organize, and provide access to the collection of all seven libraries.

### **Summary**

Books, DVDs, audiobooks and other items are ordered as quickly, efficiently and economically as possible. On arrival they are cataloged, classified (assigned to a Dewey Decimal category) and loaded into the library's bibliographic database. Both original and copy cataloging methods are used. Copy cataloging is carried out using the Bibliofile online utility. Items are physically prepared for patron use by bar-coding and installing protective covers. Memorial/donation books are ordered and processed accordingly. Items selected for removal from the collection are de-accessioned. There are three allocated positions for this service area.

### **Operations**

Three full-time employees work in Technical Services. They order and process all books and audio-visual materials for all libraries in the system. In addition to materials ordered, there are numerous gifts donated, which are processed. Every step of a book's journey, from being ordered to being placed on the shelf, takes place in Technical Services. Most books and AV materials are ordered online, which means a turn-around of only 3-4 days before an item can be placed in the hands of a patron. Technical Services is fully computerized for processing. When items are received, they are checked against the invoice to verify the correct number. They are then charged to the correct account for payment. The invoices are then sent to the Business Manager, who will submit them to the county's Finance Officer for payment. Items are then searched for in the holdings of the library. The library uses a bibliographic utility called Bibliofile to retrieve and adapt standard cataloging records. If no record is found to exist, an original cataloging record is made for the item. The item is then ready for processing. It is stamped with the library name; a barcode is generated and placed on the book, and all the information relevant to that book is entered into the database of the automated library system. A protective covering is placed on it, and then it is distributed to the proper location. The libraries collectively spend approximately \$280,000 per year on books.

Memorial plates are printed and placed in memorial books. Memorial records contain the titles of books and audio-visuals purchased. Whenever necessary, invoices are prepared and sent to patrons or to other county libraries for memorial book purchases. Technical Services staff assists the Office Assistant II in Administration with preparing memorial records and sending out cards and acknowledgements. They also prepare worn books that are sent to the bindery. After they are returned, much of the processing must be done again. Books that need mending are repaired through Technical Services.