



Literacy

"Literacy is a bridge from misery to hope. It is a tool for daily life in modern society. It is a bulwark against poverty and a building block of development, an essential complement to investments in roads, dams, clinics and factories. Literacy is a platform for democratization, and a vehicle for the promotion of cultural and national identity."
~Kofi Annan

Technology

"Technology like art is a soaring exercise of the human imagination." ~Daniel Bell



Community

"Librarians are committed to promoting lifelong learning in order to create a community of well-informed individuals. Librarians are catalysts to enlightenment for their communities." ~Louise Capizzo



Vision, Mission, and Values Statement

Vision

Oneonta Public Library exists to promote the free exchange of ideas, to provide opportunity for lifelong learning, and to be an essential public institution serving both individual and community needs.

Mission

The mission of Oneonta Public Library is to meet the informational, educational, cultural, and recreational needs of all citizens of Oneonta and Blount County by providing current, reliable, and relevant information, services, and programs.

We Believe:

A free library is essential to the public good.

Values

All library users have the right to privacy, confidentiality, and intellectual freedom.

All library users are entitled to the highest level of service in a friendly, welcoming environment.

“A good library will never be too neat, or too dusty, because somebody will always be in it, taking books off the shelves and staying up late reading them.”

~ Lemony Snicket



Letter from the Board

It is a great honor as outgoing chair of the Library Board of Trustees to introduce the new Oneonta Public Library Five-Year Strategic Plan and Technology Plan.

The library is constantly changing and evolving to better serve our community and its citizens. Programs are provided to all ages and are open to and enjoyed by all. While times and technology available to all patrons have changed, the mission of the library has remained the same: to provide free public access to ideas and information for all.

The new five-year plan is the result of many hours of hard work on the part of the library director, library staff, board members, and patrons. Surveys were utilized to make sure our service priorities were still in line with the needs of the community. The plan reflects a diverse patron base—preschoolers learning for the first time, grade school students finding their way, high school students searching for where they belong, local and online advanced education pursuers, bi-lingual and recreational entertainment seekers, professionals, and non-professionals alike.

We will continue to be good stewards of the public resources granted the library to ensure that the public continues to receive a strong return on their investment. This document can and will be updated as necessary to reflect technological changes and the changing needs of the community. This Strategic and Technology plan represents our vision of the steps we must take to make our library and its services better.

Our library's future is an exciting one,

Sharon Breaseale, Board Chair
Jessica Cannon
Diane Lee
Aleyda Villegas
Amanda White



Letter from the Director

Libraries are such an important aspect to a vibrant community. Many things come to mind when people think of the library. Some remember bringing their children to story time. Some remember when they used the computer to write a resume or to check their email. And yes, some even remember being shushed.

Libraries have changed through the years as technology has advanced. It is no longer just a place to pick up a good book. It is a place to learn about technology, to attend informative programs, or to find community resources.

In the library world, we measure everything by statistics. How many people attended that program? How many books were checked out this month? And the data pile grows taller each day. While statistics can be helpful for measuring success, I always revert to moments that cannot be statistically measured to determine success. Success is when a child holds a book in their hands at home and says, "Guess who I am pretending to be?" Their answer is Mr. Ricky reading a book for story time. Success often has nothing to do with books or library programs. Whether we are helping someone in need get connected with a valuable community resource or helping someone pick out their next favorite book, we love making an impact on the community.

I look forward to serving the people of Blount County and the City of Oneonta for as long as they let me. And don't you worry one bit; the library will always contain stacks and stacks of books waiting to be read.

Regards,

Ricky L. Statham Jr.

Ricky L. Statham Jr., Library Director



Service Priorities

Family Literacy

Our patrons will have the support needed to improve literacy skills.

Educational Success

Our patrons (no matter the age) will have the support and resources necessary to succeed in educational goals.

Digital Literacy

Our patrons will have access to high-speed internet and opportunities for instruction on a variety of technological devices, programs, and software. They will also be able to recognize when they need information to resolve an issue or answer a question and will have the skills and assistance needed to search for, locate, evaluate, and effectively use information.

Community Engagement

Our patrons will be connected with members and organizations in their community through resources, programs, and partnerships.

Interests, Imagination, and Inspiration

Our patrons will have access to materials and programs to enhance their leisure time and explore topics of interest and will have help making choices from among those many resources.

Goals & Objectives

Family Literacy

Objective 1

Provide materials to readers of all ages and reading levels

- A. Continue to provide new materials in every section of the library to ensure readers of all ages and grade levels have access to materials necessary for reading success
- B. Continue to provide information, such as reading levels, in the catalog and on materials to make finding grade-level materials easier for patrons
- C. Periodically update or add collections (Easy Reader, Phonics, Picture Books, Juvenile, etc.) to make finding grade-level materials easier for patrons
- D. Seek out grant opportunities to assist in providing materials for patrons of all ages and reading levels

Objective 2

Offer in-house, interactive story time programming and outreach story time to local child development centers and pre-school facilities

- A. Provide story time programming which includes reading, interactive songs/dances/finger plays, and an activity/craft
- B. Provide read-aloud materials and instructions to help engage parents and caretakers with children at home
- C. Provide story time outreach to local child development centers and pre-school facilities within the City of Oneonta and Blount County

Objective 3

Offer English as a Second Language (ESL) classes to support local ESL population

- A. Re institute ESL classes with a fluid curriculum that will support the changing needs of class members. This class will allow children of class members to be in the room, supporting the ability to attend and filling a community need
- B. Provide circulating materials to students for further at-home practice
- C. Continue to provide materials in Spanish for all ages for recreational reading

Objective 4

Partner with the Blount County Literacy Council (BCLC) to support efforts to teach literacy skills and provide materials to adult residents in Blount County

- A. Assist BCLC by having at least one staff member serve as a board member of the BCLC
- B. Assist BCLC by providing space and resources for tutoring services to adults learning to read
- C. Assist BCLC by providing space for pre-GED tutoring and learning resources for struggling students
- D. Partner with BCLC to donate reading materials to adults (local jail, Hope House, etc.)

Objective 5

Provide databases and digital materials to support residents and to encourage and support community literacy

- A. Actively seek databases which provide useful resources and support educational and informational needs of the community
- B. Continue to provide access to eBooks and downloadable audio books to all patrons with a library card
- C. Evaluate databases and eBook services annually as needs and funding change

Objective 6

Continue participation in the Collaborative Summer Library Program (CSLP)

- A. Continue to provide materials, programs, and incentives during the summer months to encourage children and teens to read, explore, and learn
- B. Continue to provide materials, programs, and incentives during the summer months for adults to increase interest in reading and promote family literacy



Educational Success

Objective 1

Work collaboratively with area public school systems and homeschool groups to provide necessary materials to support teacher and student homework/project needs

- A. Contact local school and homeschool groups at the beginning of each school year to instruct teachers, media specialists, and parents/guardians about library services and support
- B. Plan in-classroom meetings or programs to market library use and services to students and teachers
- C. Invite local school teachers and students to the library for tours or programming to promote the library and to market library services and support
- D. Join local homeschooling social media pages to promote the support, programs, and resources made available by the library

Objective 2

Provide after school programs to supplement and enhance school (including homeschool) curriculums while providing fun and engaging learning experiences

- A. Provide a monthly Homeschool program focusing on Science, Technology, Reading, Engineering, Arts, and Mathematics (S.T.R.E.A.M.) activities
- B. Provide take-home S.T.R.E.A.M.-related activities/crafts on a monthly basis for differing age groups
- C. Seek out creative ways to engage children and families in S.T.R.E.A.M.-related programs and materials
- D. Continue to provide circulating S.T.R.E.A.M. kits to engage learners of different age groups

Objective 3

Provide databases and online tools to support students, parents/caregivers, and teachers

- A. Continue to seek out and provide databases and online resources to support learning in school and at home
- B. Evaluate databases annually for use and significance and online resources for information that is accurate and up-to-date
- C. Seek funding, as necessary, to continue or add databases

Objective 4

Provide support to adults continuing education

- A. Continue to provide proctoring services, free of charge, to students taking online classes
- B. Continue to provide Inter-Library Loan services at no charge for materials necessary for student coursework
- C. Continue to provide research assistance, working with students to educate them in proper research methodology and writing styles
- D. Provide private study space in the conference room or study room to students as scheduling permits
- E. Encourage students to use public space (tables, chairs, etc.) to complete school work



Digital Literacy

Objective 1

Provide reference services to residents

- A. Provide in-house, telephone, email, and social media reference services to residents
- B. Continue to seek out and provide online reference materials and services for residents

Objective 2

Provide information literacy/library skills classes on request or as necessary

- A. After the beginning of each school year, provide instruction on the topic of effective search techniques, focusing on the types of media and viability of sources, both in the library and online
- B. Provide library skills classes or tutorials to any group or individual with the understanding that an appointment is necessary
- C. Provide library tours to any group (appointment necessary) to show how to search the catalog, where materials are located, how to read spine labels, and other topics needed to effectively explore the library

Objective 3

Provide current technology for online access, hardware, and software on all computers (public access and staff) as support dictates

- A. Evaluate hardware and software annually for updates and upgrades
- B. Provide computers for public online access, both wired and wireless
- C. Provide laptop computers with wireless access for patrons attending technology classes offered by the library or other local organization
- D. Seek funding (grants, local organizational donations, etc.) as necessary to provide current technology to the public and staff

Objective 4

Provide residents with technological training opportunities

- A. Offer computer training classes covering a wide variety of topics dependent on community need
- B. Offer drop-in training relating to devices such as tablets, smartphones, and other technologies as the schedule allows
- C. Offer classes on social media and how to use it safely and effectively as needed and as the schedule allows

D. Offer training on library web-based services such as library databases (Alabama Virtual Library, Learning Express Library, etc.) and online resources upon request and as the schedule allows



Community Engagement

Objective 1

Partner with local organizations and community members to make residents aware of resources and benefits provided in the area

- A. Distribute materials and information provided by local organizations and community members to residents to increase awareness and the benefits provided to residents
- B. Offer space in the library for organizations to promote resources they provide for the community
- C. Seek mutually beneficial partnerships with local organizations and community members

Objective 2

Provide materials and programming to help patrons become informed citizens on local, state, national, and international affairs, events, and trends

- A. Continue to provide a selection of magazines and newspapers to inform citizens about local, state, national, and international affairs, events, and trends
- B. Continue to provide materials on current events and relevant topics from a variety of differing viewpoints
- C. Offer community forums (in-person or online) about current issues of interest to and relevant to the community

Objective 3

Provide residents with special informative programs which engage community members

- A. Partner with local organizations such as financial institutions, Cooperative Extension, medical professionals, etc. to provide informative programs
- B. Offer community events to inform the community about local organizations and local resources that are available
- C. Invite local community leaders (firefighters, police officer, mayor, etc.) to participate in story time or other programming to introduce residents to the leaders and their role in the community
- D. Continue to seek opportunities for special programming events with ties to local, state, national, and international themes, celebrations, and holidays (Banned Book Week, National Library Week, Dia de los Muertos, Covered Bridge Festival, etc.)

Objective 4

Provide outreach services to special community organizations such as (but not limited to) senior centers, nursing facilities, Hope House, etc.

- A. Continue to partner with the Oneonta Senior Center and local nursing home/assisted living facilities to provide support and special activities or programming
- B. Continue to partner with the Hope House and other similar organizations to provide needed literary services to their program participants
- C. Provide outreach classes and programming to community organizations when requests coincide with library offerings, availability, and objectives
- D. Seek grant funding as necessary to assist in providing these services



Interests, Imagination, and Inspiration

Objective 1

Provide residents with materials to meet informational, cultural, and recreational needs and interests

- A. Evaluate non-fiction materials continuously for use and accuracy and weed/withdraw and replace those materials which are outdated or inaccurate
- B. Annually update and weed all sections of the library to provide current and relevant materials
- C. Evaluate best-seller lists, review magazines, and review websites to find additions which will enhance and expand selections
- D. Evaluate material requests for addition to the collection based on fit and available funds
- E. Provide databases and digital materials to support patrons' informational needs not met by physical sources and digital sources such as the Alabama Virtual Library
- F. Provide reader's advisory services to residents to assist them in making material selection

Provide tweens and teens with activities and materials that suit their interests and needs

- A. Continue to work with the Teen Advisory Board (TAB) to recommend activities and materials by and for tweens and teens
- B. Continue to participate in an interview process for prospective TAB members to offer them skills they might not otherwise experience
- C. Add other tween and teen groups of interest upon request and as the schedule allows
- D. Plan and implement monthly programs to tweens and teens to attract teens to the library

Provide special materials to meet the needs of various community populations

- A. Continue to develop the large print and audio book collections to meet the needs of seniors, the visually impaired, and those with other disabilities
- B. Continue to develop a Spanish language section to meet the needs of the growing Latino population
- C. Continue to develop a homeschool section to meet the needs of homeschool families
- D. Add other collections to the library to meet the needs and interests of other groups not listed above

Provide specialized programming to residents for informational and recreational purposes

- A. Continue monthly programming like book club as long as it meets the needs of interested patrons
- B. Continue programming where residents meet and gather as groups for the purpose of engaging in a mutual interest
- C. Add any programming on a regular basis that meets the needs of interested patrons and allow them to meet in groups to engage in a mutual interest
- D. Continue to provide a space for local authors to promote their works



Organizational Priorities

Organizational priorities help Oneonta Public Library achieve its service goals. While services goals directly benefit community residents, organizational priorities provide indirect benefits to community residents by improving the library's effectiveness and efficiency. Organizational priorities have been identified in six essential areas.

Partnerships, Funding, and Fundraising

We will actively seek partnerships with organizations and institutions to enable us to provide better service for our patrons and achieve our service goals.

Facilities

We will operate a safe, welcoming, and efficient facility for our patrons.

Governance

We are governed by a Board of Trustees in conjunction with a memorandum of understanding with the City of Oneonta.

Operations and Structure

We will utilize technologies and processes to improve access to information, enhance service to patrons, and establish an organizational structure to support the library's service priorities and goals.

Marketing and Public Relations

We will promote our services and programs through a variety of mediums.

Trainings, Development, and Compensation

We will hire and train staff to provide support and quality service to all library patrons.

Goals and Objectives

Partnerships, Funding, and Fundraising

Objective

Oneonta Public Library will actively seek partnerships with organizations and institutions to enable the library to provide better service to our patrons and achieve our service goals

- A. The Library Director will present reports to local governing bodies throughout the year to aid in budget preparation and to validate funding requests
- B. Reform the Friends of the Oneonta Public Library to raise funds and seek sponsorships for special library events, activities, programs, and needs
- C. Establish a Library Foundation to raise and administer funds for major projects that address the constantly growing needs for library services by seeking grants, planned giving opportunities, endowments, and opportunities for investment
- D. The library will continually seek opportunities for special funding from community sources and grants to assist in expanding technology, programs, and services

Facilities

Objective

Oneonta Public Library will operate a safe, welcoming, and efficient facility to better serve our patrons

- A. Work with the City of Oneonta to continue maintenance on the library facility
- B. Establish a realistic schedule of maintenance for parking lot repaving, striping, and lighting
- C. Work in cooperation with the City of Oneonta and other Blount County officials to develop a plan to seek funds for renovation and expansion or the construction of a new library facility

Governance

Objective

Oneonta Public Library is governed by a Board of Trustees in conjunction with a memorandum of understanding with the City of Oneonta and will work cooperatively with the City of Oneonta and other Blount County officials

- A. Expenses such as staffing, maintenance, and utilities will be provided by the City of Oneonta as laid out in the Memorandum of Understanding agreed upon by the City Council and the Library Board of Trustees
- B. Annual funding will be provided by the Blount County Commission
- C. The Library Board of Trustees will annually review library policies and will make decisions of proposed changes to those policies as necessary for the benefit of the patron
- D. The Oneonta Public Library manual will be updated as necessary and provide the document upon request and through the library website

The Oneonta Public Library Board of Trustees consists of five members appointed by the Oneonta City Council. The City Council members act as liaisons between the library (including the Board of Trustees) and the City of Oneonta.

Organizational Operations and Structure

Objective

Oneonta Public Library will utilize technologies and processes to improve access to information, enhance service to patrons, and establish an organizational structure to support the library's service priorities and goals

- A. Annually evaluate the Integrated Library System (ILS) to determine if it continues to meet the needs and requirements of library operations
- B. Annually review any technology utilized in library operations to determine if they meet the needs and requirements of library operations and, if not, replace them with technology that meets those needs and requirements
- C. Annually revise the library policy manual to ensure policies that are up-to-date, accurate, and beneficial to patrons
- D. Revise employee job descriptions as needed to ensure they are up-to-date and current with the changing roles of the library
- E. Determine if additional job classifications need to be added and, if so, create those job descriptions

Marketing and Public Relations

Objective

Oneonta Public Library will promote its services and programs through a variety of mediums

- A. The library will continue to promote services and programs through its monthly newsletter
- B. The library will continue to utilize current social media tools to market services and programs

- C. The library will continue to utilize news briefs in the local paper to promote services, programs, and important announcements relevant to patrons
- D. The library will continue to create and distribute calendars (both physical and digital) highlighting programs available at the library
- E. The library will continue to have a presence in the community by attending local meetings, festivals, and events
- F. The library will evaluate all other advertising opportunities and utilize them as available based on cost and effectiveness

Staff Training, Development, and Compensation

Objective

Oneonta Public Library will hire and train staff to provide support and quality service to all library patrons

- A. Library Board of Trustees will work with the City of Oneonta to review compensation for all library employees and adjust the compensation as the City's budget allows
- B. The Library Board of Trustees will work with the City of Oneonta to increase full-time positions and reduce/remove part-time positions to reduce turnover and increase training and competence levels
- C. The library will continue to attempt to hire and retain diverse staff (especially individuals with bilingual capabilities) as positions become available to better serve the patrons
- D. Establish technological/computer competencies required for employment in the library and evaluate/update them periodically as technology changes
- E. Encourage staff members to attend professional development opportunities presented online, in-house, or at another location and finance those opportunities as funding allows
- F. Continue the acquisition of relevant materials for a professional development collection to assist in staff training and education

Oneonta Public Library Technology Plan

Plan Justification

The Library Board of Trustees and staff recognize the impact of technology upon the lives of community members. To continue to provide a high standard of public service, Oneonta Public Library offers a variety of electronic services to supplement traditional print services. This document presents the current and planned technology necessary to deliver these enhanced services.

Technology Strategic Plan

The technology strategy for Oneonta Public Library is to meet the following goals and objectives as outlined in the library's technology and long-range plans. Each objective has a set of criteria established for the definition and measurement of successful implementation.

Goal 1: Provide resources to support the improved delivery of services

Objective 1: Expand the functionality of library resources and services

- A. Evaluate internet filtering software annually
- B. Continue implementing email and text message notifications for overdue materials and patron reserve materials
- C. Continue to provide and advertise free wireless internet connectivity for patrons using personal computers and personal wireless capable devices both inside the library and in the library parking lot
- D. Continue to provide and advertise wireless printing capability for patrons using personal computers or other personal wireless capable devices
- E. Expand digital services (eBooks, downloadable audio books, and databases) as funding allows

Objective 2: Expand functionality of library website and library social media

- A. Update the website and social media on a regular schedule—daily, weekly, monthly
- B. Train multiple staff members to handle routine updates on the website and various social media accounts
- C. Consult outside agencies as necessary regarding the website or other social media sites

- D. Integrate catalog and database functions into the website
- E. Improve the use of all social media sites to reach residents with important information about library services

Goal 2: Provide training opportunities to enhance services provided to library users

Objective 1: Utilize and improve technology provided to library staff

- A. Provide continuing education in technology training
- B. Schedule staff training in the following areas: Microsoft Office Suite, internet reference and searching, cell phones, tablets, library databases, and software
- C. Analyze and evaluate staff training programs

Objective 2: Develop and implement a training program for library users

- A. Provide patron training in the following areas: basic computer skills, internet searching, email, and using the library catalog, website, and databases
- B. Distribute evaluation at all technology sessions to determine success of training and future training opportunities
- C. Implement new training opportunities as requested
- D. Partner with other local organizations or individuals to provide new training opportunities

Goal 3: Procure, supply, and maintain adequate, reliable, up-to-date, and cost-effective computer services to the public

Objective 1: Increase the level of patron self-service features

- A. Continue to enhance printing capabilities as technology and funding permits
- B. Increase patrons' accessibility to up-to-date versions of Microsoft Windows OS and Office Suite as support dictates
- C. Replace patron terminals (including children's terminals) as necessary and as funding allows

Objective 2: Upgrade and install software and links on public internet computers

- A. Provide up-to-date software and online links on all public internet computers
- B. Increase patrons' ability to create the documents, spreadsheets, and presentations they need to accomplish their tasks

Technology Inventory

Current:

100 MBs Fiber Internet Connectivity provided by GoNetSpeed

Biblionix APOLLO used as library automation system

RFID technology services provided by Envisionware

Infrastructure

Current:

1 NetGear 5 Gigabit Switch

1 48 port Switch

1 24 port Switch

5 Wireless Access Points

1 System Server for Internet Filtering

1 Router

Security Appliance for Intrusion Protection

Hardware (Other)

Current:

1 Envisionware Self-Checkout Kiosk

1 Double Set of Envisionware Security Gates

1 Single Set of Envisionware Security Gates

4 Envisionware RFID Staff Stations (two utilized for patron check out)

1 Envisionware RFID Inventory Wand

1 Microsoft Surface Go Tablet (for inventory)

Hardware (Computers and Printers)

Current:

12 Patron Workstations

- 8 Public Access Workstations with Wireless Internet Connection
- 4 AWE Early Learning Literacy Stations for Children

4 Satellite Workstations at Oneonta Senior Center

1 OPAC Workstation

22 Laptops for Classroom Sessions

- 12 Windows 10 Dell Laptops
- 10 Windows 11 Dell Laptops

1 Dedicated Public Printer/Copier with Wireless Printing

1 Dedicated Staff Network Multi-Function Printer

2 Dedicated Staff Local Printers

7 Dedicated Staff Workstations

1 Dedicated Staff Workstation for Fortres Grand Monitoring

1 Dedicated Workstation for Security Camera System

Software (Computers)

Current:

Sophos Client Filtering

Microsoft 365

Adobe Reader

Fortres Grand Time Limit Manager and Clean Slate

Affinity Suite

Adobe Acrobat

Telecommunications

Current:

2 Lines VoIP

1 line VoIP (Fax)

Planned & Budgeted Hardware, Software, and Telecommunications Services

- Upgrade RFID Security Gates
- Upgrade Security Cameras
- Upgrade Children's Terminals
- Plan for additional digital offerings, services, and databases by annual review of use and availability of new services and funds

Budget

The Library Board of Trustees approved the creation of a technology/electronic access line item in the annual budget in 1999. These funds are used for all major hardware and software expenses. In addition to the yearly budgeted expenditures, the Board of Trustees have the option of appropriating additional money from the general fund for large-scale technology projects. Additional funds can also be requested from the City of Oneonta for large-scale technology projects.

To address the future technology goals stated in the technology inventory, funds will be used for:

October 2023-September 2024

AWE Children's Computers	\$16,800
Software	\$2,000
Upkeep and Maintenance	\$10,500
Total	\$29,300

October 2024-September 2025

Security Camera Upgrades	\$5,000
Software	\$2,000
Upkeep and Maintenance	\$10,500
Total	\$17,500

October 2025-September 2026

RFID Gates and Pad Upgrades	\$15,000
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Software	\$2,000
Upkeep and Maintenance	\$10,500
Total	\$27,500

October 2026-September 2027

Interactive Display Upgrade	\$15,000
Software	\$2,000
Upkeep and Maintenance	\$10,500
Total	\$27,500

October 2027-September 2028

Miscellaneous Hardware	\$1,000
Software	\$2,000
Upkeep and Maintenance	\$10,500
Total	\$13,500

Evaluation

A contracted computer technology provider will oversee implementation of technology projects and will assess if equipment/software accomplishes the goals and objectives set forth in the plan.

The library director and IT contractor regularly evaluate the computer inventory and make recommendations for replacement, upgrades, and repairs. The library director and cataloger review progress on all projects on a quarterly basis.

The following evaluation process will be done annually:

- Replace equipment exceeding 7 years in age
- Review and evaluate software
- Review telecommunication use and connectivity
- Review telecommunication costs

The following minimum milestones are part of the plan:

- 17 patrons can simultaneously search the internet using the library's computers
- Up to 255 patrons are allowed to access the internet on personal devices through public wireless access point
- A minimum of 200 patrons per year receive assistance through a library technology program
- 17 patrons can simultaneously search the library's catalog concurrently in the library; up to 255 patrons are allowed to access the catalog through a wireless access point
- A minimum of 4 technology training opportunities are attended (in-person or virtually) each year by members of the staff

Training

Staff receive ongoing training on the use of the Apollo library automation software, Windows operating systems, use of the OPAC, Microsoft Office Suites, and library databases (Homework Help Alabama, Alabama Virtual Library, etc.). Staff training is conducted on an on-going basis by using web-based tutorials, in-house training sessions, or training offered by other sources (such as WebJunction, OCLC, or the Alabama Public Library Service) on various software and other technology-related issues. Reference staff receive training on reference databases available through AVL. Patron training includes the following topics: basic computer skills, internet browsing and searching, email, OPAC, eReaders, tablets, smartphones, library databases, and a variety of software.

These plans were approved by the Oneonta Public Library Board of Trustees on: