

Portsmouth Free Public Library Technology Plan 2023-2026

Mission Statement

The mission of Portsmouth Free Public Library is to serve as an essential resource that grows with our community, enhances the quality of life of our users, supports lifelong learning, and offers access to information in a variety of ways. We provide outstanding customer service and a welcoming environment for all. The Library shall enthusiastically promote its functions in the community, provide full access to a broad variety of materials and information, including beyond the local collection, and function with efficiency and courtesy to provide a pleasant experience.

In addition to supporting the Library's Mission Statement above, the following principles are inherent in each of the Library's technology goals:

- We ensure that the needs of the community drive our decisions in technology services and acquisitions.
- We use proven, cost-effective methods to maintain, upgrade and enhance technologies.
- We standardize equipment and configurations whenever possible to simplify maintenance and upgrades.
- We comply with the Library of Rhode Island standards.
- We make public access computers available to all sectors of the population, regardless of residency.
- We regularly evaluate and adapt the goals, strategies and tasks to ensure success of this technology plan.
- We monitor technology trends and implement them if feasible.
- We regularly evaluate statistics and services to best respond to the needs of our users.
- We strive to cooperate with other libraries, governmental units, schools and community organizations to improve the quality and efficiency of electronic services.

Vision Statement

Portsmouth Free Public Library's commitment to public service reaches beyond our print collection and resources. In its mission to provide opportunities for lifelong learning, the Library is continually responsive to the changing needs of the community. This commitment to lifelong learning includes public access to the Internet, Microsoft Office Suite 2016, and reference databases. Access to these electronic resources is essential for our patrons in their quest for timely information that may affect their families, their professions, their recreation, and their overall well-being. Portsmouth Free Public Library is determined to fulfill its commitment to public service by providing the technology and the expertise to help the community access the "virtual library".

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**Portsmouth Free Public Library
Technology Plan
2023-2026**

Technology Assessment: Current Inventory and Operations

Telecommunications:

Direct ISP connection, T1, OSL

Data Lines:

Category 6 to all workstations

Software:

Operating Systems: Microsoft Windows 10
Applications: Microsoft Office
Staff use only programs: Quickbooks 2021
Miscellaneous: Deep Freeze

Computers:

9 Dell Latitude 3570 Laptop Computers
9 Dell Latitude 3520 Laptop Computers
1 Dell Latitude 3550 Laptop Computer
5 Dell Optiplex 5000 Desktop Computers
8 Dell Optiplex 3050 Desktop Computers
3 Dell Optiplex 5070 Desktop Computers
3 Dell Optiplex 5080 Desktop Computers
5 Dell Optiplex 5090 Desktop Computers
4 Dell Optiplex 7010 Desktop Computers
10 Dell Optiplex 780 Desktop Computers
1 Dell Optiplex 790 Desktop Computer
1 Dell Optiplex 9010 Desktop Computer
5 Dell Optiplex 5000 Desktop Computers
1 Dell Optiplex 3060 Micro-Desktop Computer
3 WYSE D90D7 Micro-Desktop Computers

Peripherals:

2 Dell 55" Interactive Touch Monitors
2 Medium Fusion Dynamic Height Adjustable Mobile Carts
4 Dell 24" Touch Monitors

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4 iPads
4 Desktop Multifunction Printers
11 Barcode Scanners
7 Receipt Printers
4 Bluesocket Access Points
1 VersaLink C7020 Multifunction Printer (Admin office)
1 Altalink C8055 Multifunction Printer (public use)
1 Mitsubishi SD430U Projector
WiFi nodes and extenders for library property coverage 24/7 access

Other:

4 Kindle Paperwhites
Public FAX machine
3D Printer
Vinyl cutter
Charging station (public)
Meeting Owl Video Conference Camera, Microphone, and Speaker

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Staff Skill Level

Staff members are trained in all required software using LORI and local resources. Staff members are offered opportunities for additional training based on the needs of the library and the interest of the staff. Professional development is required in areas involving updated software and hardware as necessary.

Training Goals

1. Portsmouth Free Public Library will identify and address the needs of both staff and patrons.
 - To provide staff training with both in-house sessions and appropriate workshops outside the library.

Target Date: Continuous

Assessment: Maintain a record of workshops

Patron Training

One-on-one tech help is available on appointment or walk-in basis with a knowledgeable staff member for specialized help on the patron's device or public access computer.

Training Goals

1. Portsmouth Free Public Library will identify and address the needs of patrons.
 - To provide individualized training with one-on-one help as needed.

Target Date: Continuous

Assessment: Maintain a count of "Tech Help" sessions in our monthly statistics

Public Service Goals

1. The Library will expand its services by providing some library reference sources and tools as well as some specialized databases.
 - To develop a plan for providing services most requested by Portsmouth residents by assessing needs and reviewing new products and vendors annually.
 - Maintain Ancestry.com, AskRI.org, Newspapers.com and several other databases.

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Target Date: Annual
Assessment: Maintained and improved services

2. The Library's web site will provide access to local and global information.
- To maintain the currency and continually enhance and expand the links to the resources in the web site.

Target Date: Continuous
Assessment: Maintained and improved access

3. The Library will assess and improve security on all workstations.
- Update virus protection on all computers.
 - Consult with LAN specialist on methods to improve security and implement those methods.

Target Date: Annual
Assessment: Secure system

4. Install filtering software offered by OSL

Target Date: Annual
Assessment: Installation and Maintenance

5. Continue the upgrading of computer equipment as required by replacement and as warranties expire

Target Date: Update 10% of the equipment each year
Assessment: Meeting target

6. Respond to the community's needs to have a Genealogy & Local History work area and databases.

- Provide a dedicated computer located in the Portsmouth History Center area
- Digitize the John T. Pierce, Sr. Portsmouth History Collection
- Digitize the local newspapers The Sakonnet Times and The Portsmouth Times

Target Date: Annual
Assessment: Meeting target

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7. Respond to the community's interests to have a 3D printer
 - Provide equipment for 3D printing
 - Promote 3D printing through offering open studio times as requested

Target Date: Annual
Assessment: Meeting target

8. Respond to the staff and community's needs for a networked printer/copier/scanner
 - Provide equipment for a self-service printer/copier/scanner for public use
 - Provide training for staff to aid the public in the use of the device
 - Eliminate most desktop printers for staff use
 - Encourage staff use of networked multifunction printer
 - Provide regular maintenance of networked multifunction printer

Target Date: Continuous
Assessment: Meeting target

9. Procure funding to help expand digital access, support learning, and strengthen library services within our community
 - Provide equipment such as Kindles to promote reading in a digital format
 - Pre-load the Kindles with genre-specific titles to promote reading
 - Maintain at least one device for current high interest best sellers
 - Update Kindles as needed with current fiction titles

Target Date: Continuous
Assessment: Meeting target

10. Use social media accounts to keep patrons informed
 - Maintain Facebook and Instagram to provide up-to-date library information & announcements

Target Date: Continuous
Assessment: Meeting target

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11. Use email newsletters to keep patrons informed

- Send monthly email newsletters to patrons about upcoming programs and services

Target Date: Continuous

Assessment: Meeting target

12. Update email newsletter addresses as needed to keep patrons informed

- Use new library card registrations to ask patrons if they would like to receive email updates

Target Date: Continuous

Assessment: Meeting target

13. Install security cameras for patron and staff safety

- Install additional security cameras for patron and staff safety to cover areas not seen by our current 14 security cameras
- Enable monitoring via computer monitor at the circulation desk in all areas covered by all 18 new cameras
- Security cameras should be able to be accessed remotely so that the building and grounds can be viewed when the Library is closed
- Provide staff training on the security system
- Inform the public that security cameras are in operation
- Determine if enough cameras are in place for adequate exterior/interior coverage

Target Date: Installed August 2022

Assessment: Examining the need for additional cameras is ongoing

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