

# **Portsmouth Free Public Library**

## **Technology Plan**

### **2025-2028**

#### **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, 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 community access to the "virtual library".

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## **Technology Assessment: Current Inventory and Operations**

### **Telecommunications:**

Direct ISP connection, T1, OSL

### **Data Lines:**

Category 6 to all workstations

### **Software:**

Operating Systems: Microsoft Windows Pro 11

Applications: Microsoft Office

Staff use only programs: Quickbooks 2021

Miscellaneous: Deep Freeze, 1password

### **Computers:**

1 Dell OptiPlex 9010 Desktop  
4 Dell OptiPlex 3050 Desktops  
3 Dell OptiPlex 5070 Desktops  
3 Dell OptiPlex 5080 Desktops  
5 Dell OptiPlex 5090 Desktops  
5 Dell OptiPlex 5000 Desktops  
4 Dell OptiPlex Micro Plus 7010  
9 Dell Latitude 3520 Laptops  
2 Dell OptiPlex pro 7020 Desktops  
1 Dell Latitude 3520 Laptop

### **Peripherals:**

2 Dell 55" Interactive Touch Monitors  
2 Medium Fusion Dynamic Height Adjustable Mobile Carts  
4 Dell 24" Touch Monitors  
4 Desktop Multifunction Printers  
11 Barcode Scanners  
7 Receipt Printers  
4 Bluesocket Access Points  
1 Canon ImageRUNNER C3926 Multifunction Printer (admin use)  
1 Canon ImageRUNNER C5840i Multifunction Printer (public use)  
1 Mitsubishi SD430U Projector  
WiFi nodes and extenders for library property coverage 24/7 access

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## **Other:**

4 Kindle Paperwhites (public use)  
Public FAX machine  
Meeting Owl Video Conference Camera, Microphone, and Speaker  
2 Charmast Battery Bricks (public use)

## **Technology Replacement**

All library-owned desktops, laptops, and related technology used by the staff and the public need to be replaced periodically to ensure efficient operations, maintain up-to-date technology, and provide reliable services to everyone. Donated items will be evaluated by a staff member to determine usability before final acceptance.

Before replacement, all devices will be assessed to determine condition, performance, and compatibility with current software. Security vulnerabilities or inability to meet cybersecurity requirements will also be considered.

Devices that cannot run current operating systems or maintain required security updates will be prioritized for replacement.

## **End-of-Life Equipment Management**

### **1. Reuse or Redistribution:**

- Devices that are still functional but unsuitable for their original purpose may be repurposed for less demanding tasks or as backups.

### **2. Disposal and Recycling:**

- All equipment no longer in use will be disposed of responsibly in compliance with environmental and data protection standards.
- Hard drives and storage devices will be securely wiped or destroyed to protect sensitive information.

### **3. Donation:**

- When feasible, outdated but operational devices may be donated to local non-profit organizations, following all relevant policies.

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## **Budget and Planning**

The Library will allocate funds annually to cover technology replacements. A rolling inventory of equipment, including purchase dates and projected replacement timelines, will guide budget planning with approval of the Portsmouth Free Public Library Board of Trustees.

## **Exceptions**

In cases of unexpected equipment failure or emergent technological needs, replacement requests outside the regular cycle will be addressed case-by-case, subject to budget availability.

## **Secure Recycling of Old Equipment at Portsmouth Free Public Library**

1. Data Sanitization:
  - Before recycling or disposing of any equipment, all data on the device's storage media (e.g., hard drives, SSDs) is securely erased using industry-standard data wiping tools. This ensures that no sensitive or personal information can be retrieved.
  - For devices unable to be wiped (due to hardware failure or other issues), the storage media is physically destroyed through shredding or degaussing to render the data inaccessible.
2. Certified Recycling Vendors:
  - The Library shall work with certified electronic waste (e-waste) recyclers who adhere to environmental regulations and data protection standards. When available, vendors are asked to provide documentation confirming the secure destruction or recycling of devices.
3. Device Inventory Management:
  - All recycled equipment, including the device type, serial number, and disposal method, is logged in the Library's inventory records. This record ensures accountability and compliance with disposal procedures.
4. Reuse Where Possible:
  - Equipment that is still functional but no longer meets Library needs may be donated to non-profits or local community programs, provided all sensitive data has been removed.
  - In cases of donation, devices are provided without software or pre-installed configurations to avoid licensing issues.
5. Environmental Compliance:
  - Recycling follows all local, state, and federal regulations for electronic waste disposal. This includes appropriately handling hazardous materials such as batteries or heavy metal components.

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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.

### **Staff 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.

### **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**

The Library will expand its services by providing some library reference sources and tools as well as some specialized databases.

### **Goals**

1. To develop a plan for providing services most requested by Portsmouth residents by assessing needs and reviewing new products and vendors annually.

Target Date: Annual

Assessment: Maintained and improved services

2. Maintain Ancestry.com, Newspapers.com and several other databases.

Target Date: Annual

Assessment: Maintained and improved services

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3. The Library web site will provide access to local and global information.

Target Date: Continuous

Assessment: Maintained and improved access

4. 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: As required

Assessment: Secure system

5. Install filtering software offered by OSL

Target Date: As required

Assessment: Installation and Maintenance

6. 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

7. 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 selected best sellers and Portsmouth Free Public Library book club titles
- Update Kindles as needed

Target Date: Continuous

Assessment: Meeting target

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8. 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

9. Use email newsletters to keep patrons informed

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

Target Date: Continuous

Assessment: Meeting target

10. 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

11. Install security cameras for facility, patron, and staff safety and security

- Install additional security cameras for facility, patron, and staff safety to cover areas not seen by our current security cameras
- Enable monitoring via computer monitor at the circulation desk in all areas covered by all 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 camera system
- Inform the public via signage 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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