

# **Portsmouth Free Public Library Technology Plan 2020-2023**

## **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".

Revised 2/3/20

**Portsmouth Free Public Library  
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2020-2023**

**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 Professional Plus 2016. Staff use only programs:  
Quickbooks 2017

Miscellaneous: Deep Freeze

**Computers:**

17 Dell Optiplex 780 Computers  
2 Dell Optiplex 790 Computers  
6 Dell Optiplex 7010 Computers  
8 Dell Latitude 3570 Laptop Computers  
1 Dell Latitude 3550 Laptop Computer

**Peripherals:**

4 iPads  
4 Desktop Multifunction Printers  
1 Desktop Printer  
11 Barcode Scanners  
5 Receipt Printers  
4 Bluesocket Access Points  
2 VersaLink C7020 Multifunction Printer (1 public, 1 staff)  
1 Mitsubishi SD430U Projector  
WiFi nodes and extenders for library property coverage 24/7 access

**Other:**

Public FAX machine  
3D Printer  
Vinyl cutter

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# Portsmouth Free Public Library Technology Plan 2020-2023

## 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.

## Patron Training:

Afternoon and evening training is offered to patrons using staff and volunteer assistance. Instruction is provided in the Program Room using video projection and hands on work on laptop computers in a "lab like" area in the Library. 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, Objectives, Activities:

### Expanded Services 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.

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.

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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

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 that accepts credit cards as well as cash
- 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

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9. Respond to the community's interests to procure a large touch screen monitor for presentations

- Provide equipment for a movable large touch screen monitor
- Promote the use of the monitor for programs, board meetings, games

Target Date: 2021

Assessment: Meeting target (on order)

10. 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 one device for current high interest best sellers

Target Date: 2021

Assessment: Meeting target (on order)

11. 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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# Portsmouth Free Public Library Technology Plan 2020-2023

## 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.
  - To provide patrons with individual aid as needed and printed help aids to give step-by-step instructions.
  - To provide informal instruction for all patrons using electronic reference resources.
  - To provide one-on-one and classroom training for use of downloadable media.
  - To provide informal instruction for all patrons in the use of 3D and 2D equipment

Target Date: Continuous

Assessment: Maintain a record of workshops

## Budget

The Library will provide adequate funds to increase the level of electronic resources each year by seeking funding from the town budget, grants, and private sources.

## Evaluation

The ability of the Library to meet the goals set forth above will determine the success of the plan. Re-evaluation each year will determine if the plan needs modification. As the field evolves frequently, corrections to the plan will be ongoing.

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