



100 Tinkham Lane
Harrisville, Rhode Island 02830

<http://www.jmslibrary.org>

Technology Plan

2018-2021

Approved by the Library Board of Trustees 5/10/2018

Mission Statement

The primary mission of the Jesse Smith Library is to serve as a full-service public library providing access to a wide variety of materials and services to meet the educational, informational and recreational needs of the community.

Library Vision Statement

The slogan of our library is "Cornerstone of the Community." The library strives to be an integral and vibrant center for our community. The Jesse M. Smith Memorial Library will continue to provide access to diverse materials, services and programs in an atmosphere which encourages the free flow of ideas to educate, entertain, enrich and inform the residents of the Town of Burrillville. The library will continue to serve as the community's principle resource for reference, and special emphasis will continue to be placed on supporting students at all academic levels and on stimulating the interests of young children to develop an appreciation for reading and learning. The library will continue to strive to acquire up to date technology that will allow patrons access to the latest in educational, informational and recreational services.

Technology Vision

The library's public computers and wireless service allow patrons access to a wide array of electronic resources. Consistent with our mission as a community educational and informational center, and the professional principles of public librarianship, this plan affirms the safeguarding of First Amendment rights, intellectual freedom, equity of access, and individual responsibility.

Plan Objective and Evaluation Statement

This plan will be reviewed annually by the Library Administration to assess the progress being made in meeting goals. The plan will be updated every 3 years.

Support

The library has one part-time employee responsible for technology. The town IT department is available to assist as needed.

Technology Assessment

The Library is connected to both the Town of Burrillville's municipal network and Ocean State Libraries (OSL) network through fiber optic cable connections, and is protected by firewalls between all connections. The Jesse Smith Library network consists of 4 Cisco gigabit switches located in two separate data rooms. The data rooms have a gigabit connection between them.

Connection to the Internet is provided through Ocean State Libraries OSHEAN fiber network which also provides CIPA filtering on all computers and devices. The library has 4 wireless routers providing Internet service throughout the building and the library grounds.

Staff printers are networked and all staff have access to the staff Konica copier for printing and scanning. Patron scanning and copying is available on a networked Konica copier in the Champlin Room on the first floor. Patron printing on the first floor is currently done in the Champlin Room on a networked Dell printer, but will be upgraded to the networked Konica. Currently on the second floor, patron printing is done at the children's service desk. There is a copier available, but no scanning capabilities on this floor. All patrons can access in house and remotely through the library's website the library's wireless printing service, Printer On.

The library's phone system is integrated into the municipal system. The library has 1 fax machine available for public use.

	Computers	Laptops	VDI	Total
Catalog Stations	9		1	10
Public	23	9		32
Staff	16	3		19
TOTALS	48	12	1	61

Disaster Preparedness and Recovery

The library's online disaster plan outlines disaster preparedness and recovery for library technology. Library administration updates the plan quarterly. All important administration files are backed up daily on the town server.

GOALS & OBJECTIVES

GOAL: Ensure technology is up to date

- **Objective: Keep abreast of emerging technologies**

Strategies for Implementation

1. Technology and reference staff review emerging technologies on a monthly basis and make recommendations to library administration
2. Staff learns new technologies as needed
3. Staff is represented at OLIS' Digital Innovation Roundtable by 2018

- **Objective: Upgrade technology**

Strategies for Implementation:

1. Develop a schedule of computer maintenance/upgrade. Upgrade at least 3 workstations per year with public workstations given priority
2. Explore additional funding for new technology including grants, and work to increase the budget line to ensure adequate funds for an equipment replacement schedule
3. Institute a weekly software update schedule so all software is current on all machines by 2018. Explore additional software to help facilitate update schedule

GOAL: Improve access to technology

- **Objective: Increase Computer Access**

Strategies for Implementation:

1. Explore possibility of allowing the borrowing of laptop computers for use in the library
2. Acquire and promote assistive technology
3. Repurpose VDI terminals to replace outdated OPACs by 2018
4. Upgrade teen hangout laptops for improved gaming by 2020

- **Objective: Increase Wireless Internet Access**

Strategies for Implementation:

1. Publicize wireless internet and printing
2. Explore acquisition of mobile hot spots for lending

- **Objective: Support online resources for our community**

Strategies for Implementation:

1. Secure additional funding to purchase Hoopla by 2019
2. Investigate the feasibility of offering tutor.com
3. Continue to provide access to Ancestry and the online Providence Journal
4. Increase budget line for purchasing of eBooks, eAudiobooks and streaming video

- **Objective: Increase printing ease and efficiency**

Strategies for Implementation:

1. Upgrade public printing and scanning services on the first floor to networked Konica copier by 2018
2. Ensure an alternative networked printers is always available for all printing services
3. Explore the possibility of adding another networked copier in the Children's Department
4. Maintain Printer On for wireless printing capabilities

GOAL: Promote digital literacy

- **Objective: Develop Digital Literacy initiative for all ages**

Strategies for Implementation:

1. Continue to offer monthly computer instruction classes for adults
2. Begin computer instruction for children including home schooled children by 2019
3. Promote digital literacy for non-library users through newspapers, social media, and outreach to community centers including schools and elderly housing

GOAL: Maintain security

- **Objective: Ensure antivirus software and Deep Freeze is current**

Strategies for Implementation:

1. Schedule updates at least weekly

- **Objective: Ensure patron privacy**

Strategies for Implementation:

1. Continue to restart each computer through Envisionware after each session so no data is saved

GOAL: Ensure Staff Development

- **Objective: Provide technology continuing education and in-house training opportunities for all staff members**

Strategies for Implementation:

1. Encourage staff to attend training and webinars
2. Allow staff to attend Ocean State Libraries and OLIS training
3. Provide in house training as needed
4. Ensure staff share skills and knowledge with fellow staff members