

BRIDGEPORT LIBRARY

Technology May 2023 Report

Submitted by: Brian Remigio

June 13, 2023

1. Phones:
 - a. Voice New England contacted to:
 - i. Setup phone/extension for Tanarha Smith.
 - ii. Troubleshoot issues with local calls made are not connecting.
2. Networking
 - a. Total Communications:
 - i. Follow-up meetings were had with Total Communications regarding:
 1. Network Upgrades to Burroughs
 - a. Backordered Switches are scheduled to come in mid-June.
 2. Wi-Fi upgrade to branches
 - a. E-rate bid approved
 - i. Identifying Branches that need to be prioritized
 - ii. Certain branches have Wi-Fi equipment that is “end of life” with no support/replacements available.
 3. Initial discussion for future projects with E-Rate
3. Recycling:
 - a. Preparing to recycle 2nd set of obsolete equipment
 - b. Continuing to find obsolete equipment at Burroughs scattered throughout the building.
4. Web Application (Web App)
 - a. Beta of Web Application has been delivered.
 - i. Testing of features
 1. Documenting results and sending feedback to developer.
5. Novus Insight (Network Security Assessment)
 - a. Vendor cost approved
 - b. Working with vendor do set up engagement
6. Branches
 - a. East Side
 - i. 6 Computers deployed
 - ii. Envisionware Server relocated from Circulation Desk to Data Closet (More secure location)
 - b. East Side
 - i. Installed additional AWE Computer
 - c. Beardsley
 - i. ScannX Faxing and Translational functionality added

- ii. Adding PIN functionality for staff to initiate patron faxing after payment (in process)
 - 1. Vendor slow to respond to request
 - d. North
 - i. ScannX Translational functionally added (in process)
 - 1. Part 1 of 2 upgrades completed.
 - 2. Waiting on CCP to schedule part 2
 - ii. E-Sports Camp:
 - 1. Follow-up meetings have been had.
 - 2. Conference Room has been identified as E-sport Location
 - 3. Networking/Connectivity is “live” within the room.
 - a. Installation of the portable unmanaged/switch will be done in June to allow 6-10 network additional connections.
 - iii. Desktop Printer
 - 1. Removed from backoffice area (not repairable)
 - a. Will use the more robust network printers moving forward.
7. Systems:
- a. Envisionware:
 - i. MobilePrint has been integrated into the Envisionware systems at Beardsley, Newfield, East Side and Black Rock.
 - 1. Already at North and Burroughs-Saden.
 - 2. Will test for a week before informing Patrons.
 - 3. Marketing should be done to let patrons know of this new feature.
 - ii. Notifications to Gmail patrons are being blocked
 - 1. Worked with Bibio and Network Synergy to resolve the issue
 - a. Update needed to our Internet Registry. (completed)
 - b. AWE Children’s computers
 - i. Portal for administration has been setup.
 - 1. Antiquated system information has been updated.
 - 2. Need to inventory AWE Computers at Branches to see what is still in operation.
 - c. Help Desk System
 - i. Beginning to be used by staff.
 - ii. Able to do some basic reporting.
 - d. Microsoft 365 Email
 - i. Microsoft’s email system has been down intermittently over the last week.
 - ii. Resolution will be determined by Microsoft.
 - 1. Appears to be working now.
 - e. Sonitrol
 - i. Panic Line connected to network switches
 - 1. Black Rock, Burroughs, North, Newfield, Beardsley
 - a. East Side not needed
 - ii. Gathering information from Sonitrol to be David’s backup regarding security cameras.

8. Technology Committee
 - a. Delayed to scheduling conflicts
 - i. Will try again.
 - b. Have committee provide feedback on committee's mission and goals
 - c. Meeting reports: Projects, Digital Navigator, Technology,
9. Zoom
 - a. Added an additional account for Burroughs to have access to licensed Zoom account.