

Technology/ March 2025

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Service Statistics

Audio Visual (AV): 6
Databases/Subscriptions Support: 0
Desktop/Laptop Support: 10
Digital Navigator: 2
Email Support: 2
ILS/Bibliomation/Evergreen: 0
Infrastructure/Network Support: 2
Printing/Scanning/Copying: 3
Telecommunications: 2
Web Application Support: 0
Web Application Usage: 549 users; (as of 5/9)

Highlights

- 1) Digital Navigation
 - a) The program continues to operate and provide patrons with technology support and training. Aside from developing training relationships. Additional efforts will be made to provide devices to those in need for a specific purpose such as education or career/job initiates and growth.
 - b) Regional Digital Navigator program has been suspended due to complications of funding from the IMLS and Federal Government. It appears this is headed towards a permanent state. The BPL has hired one of the grant's Digital Navigators as a Library Assistant for the Burroughs Main Library. He may still play a role in assisting patrons with their technology needs. The grant will be looking for other financial supporting resources.
- 2) East Side Branch Renovation
 - a) Additional technology has been requested to furnish the East Side Location upon its opening. Additional Dell Computers will be used to complete the computer needs for the new branch.
- 3) Events
 - a) A number of events/presentations that required Audio Visual Support took place in various locations within Burroughs. This includes the Strategic Planning Presentations with the public that were conducted both virtually and at each of the library locations. All were technically successful.
- 4) Capira Web App
 - a) While the Capira Web App has been in use in a limited capacity, we will review and compare the Bibliomation web app to see if it offers more/better features.
- 5) Connecticut Education Network (CEN)
 - a) We will be putting in a proposal for CEN's recently released Wifi Grant. The goal would be to continue developing a Cisco/Meraki infrastructure at all BPL locations. A single vendor/supplier would allow for more robust and granular reporting as well as better security of the network.

BRIDGEPORT LIBRARY

- 6) Printer Project
 - a) One vendor has supplied a proposal for the Multi-Function Peripheral/Printer(MFP) project. It will be used as a benchmark as other vendors are contacted and requested for proposals. If we choose to switch providers, we will need 90 days to notify them of the termination. No new progress report.
- 7) Security
 - a) Laptop encryption
 - i) While laptops for staff's primary use have been small, the technology team has begun to research and install hard drive encryption technologies. This would prevent a person from accessing the data on a lost or stolen laptop. This technology will be rolled out alongside the Microsoft 365 project. No additional costs are needed at this time.
- 8) City of Bridgeport/Board of Ed/BPL
 - a) The 3 areas have begun to meet regarding Cybersecurity planning as well as discuss the "state of technology" at each of these locations. One interesting project revolves around facilitating students having access to library cards and library resources. Details and plans are in progress and will also involve Bibliomation. No roll out date has been confirmed.
- 9) Microsoft 365 Project
 - a) The project has officially begun on April 9th. The team applied for Microsoft non-profit licensing that has been approved. As previously mentioned, the project will centralize user and computer management. It will create a central directory/ repository for staff user accounts that can be used to tie in new applications for a single username and password utilization. Centralized file and data storage will also be available to all staff for easier backup and retention. Brian and the consulting group will be reviewing the proposed plan on 5/20.
- 10) Uninterruptible Power Supplies (UPS)/
 - a) An electrician must be scheduled to verify that the electrical system at each location can handle the added load of the new devices. Brian and David are working on scheduling.
- 11) Telephone System
 - a) No new updates regarding an upgrade to the phone system. Some products/services in consideration include IP Genie, Cisco Unified Communication Manager, Ring Central, and Zoom. Additional review will take place in the new fiscal year.