

Technology/ August 2024

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September 15, 2024

Service Statistics	Audio Visual (AV): 2 Databases/Subscriptions Support: 1 Desktop/Laptop Support: 7 Digital Navigator: TBD Email Support: 2 ILS/Bibliomation/Evergreen: 1 Infrastructure/Network Support: 0 Printing/Scanning/Copying: 2 Telecommunications: 3 Web Application Support: 0 Web Application Usage: 354 users; (as of 9/13)
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Highlights

1) Digital Navigation

- i) Brian attended a Digital Navigator Group meeting at the Woodbridge Library on August 19th. New and existing Regional Digital Navigators from the different locations were introduced. An overview of the program's goal was discussed along with plans for upcoming events such as the Digital Inclusion Week. The Bridgeport Public Library has tentative plans to participate in the even by presenting on topics such as Cyber Security and Tools for career development (Andre O'Connor).
- b) Hotspots (WiFi devices loaned to patrons)
 - i) Hotspots continue to be a popular program and service appreciated by the community. We are working to replenish our stock and have a limited, but equal supply at each of the branches. Unfortunately, some of the discount programs offered during COVID have not been renewed, impacting cost. Quotes have been gathered from Verizon Wireless and are being vetted by Library Leadership. Additional time and resources are being used to track, manage and minimize the potential for lost or damaged hotspots.
- c) Email Marketing Tool
 - i) The group is continuing to review alternatives. No changes to report.

2) Equipment:

- a) East Side

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- i) Preparation for the East Side closure have begun. Critical equipment (meaning equipment that must continue to operate upon closure) has been identified. We plan (where possible) to replace this equipment with already owned less costly equipment in the case it becomes damaged by dust, debris or other elements of the demolition/renovation. Keeping the network infrastructure running on a bare bones platform is necessary due to continued operation of security cameras and possibly HVAC and other utilities. Other equipment (computers, printers, scanners, etc.) will be brought back to the Burroughs-Saden Library for safe-keeping. Additionally, a faulty Wireless Access Point was replaced to keep WiFi running in the meantime.
 - ii) A Bibliomation “checklist” has been started to identify all the necessary tasks related to closing the branch. This includes taking the East Side Catalog off-line and informing the other libraries in the Bibliomation consortium what to do with East Side materials, where to send them and what to tell patrons.
- b) Burroughs
 - i) 10 Dell Laptops have been added to the inventory for training use.
 - c) Beardsley
 - i) 3 laptops have been added to the inventory for training use.
 - d) North
 - i) A network outage occurred that took certain computers off-line. It was resolved with the help of Bibliomation Support.
- 3) Windows 11
 - a) With the Microsoft Windows 10 Operating System (OS) set to be “End of Life” on October 14, 2025, discussions and plans have been setup with Bibliomation to upgrade our computers. Our Envisionware Console systems will be first and upgraded on October 3rd, 2024. Windows 10 Computers will continue to operate after October 14, 2025. However, Microsoft will cease to provide patches, updates, or upgrades to this particular version leaving the computers susceptible to cyber risks.
 - 4) Databases
 - i) Access to the databases from on-site locations should allow for added/easier access. This is currently being reviewed. Additionally, we are reviewing how some databases and subscriptions could better be communicated/promoted to the public.
 - 5) Printing
 - a) Brian is working with a firm that will identify the BPL’s total printing on a month to month basis. The information will help the library to identify the right level of Multi-Function Printers (MFP’s) for the environment and will be part of a future Request for Proposal (RFP). The monitoring software has been installed and is currently gathering data. It is expected to run and gather data for 2-3 months.
 - 6) Events
 - a) A number of events/presentations that required Audio Visual Support took place in various locations within Burroughs. All were technically successful.
 - 7) Web Application:
 - a) Content continues to be added to the web application as it is requested. Its user base continues to grow each month. During the Burroughs Open House, Joyeisha Smoak provided an overview to patrons along with how to download the application to their mobile devices.
 - 8) Training
 - a) Brian, Linda, and Laura received training on the Paymaster Time Management System.

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- b) Brian presented to a small group of patrons on cyber security. A focus was put on how to protect their personal information and how to avoid scams through social engineering. Follow up Cyber security presentation took place and were led by Andre O'Connor, David Morales as well as community members.