

## Technology/ August 2025

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### Service Statistics

Audio Visual (AV): 0  
Databases/Subscriptions Support: 0  
Desktop/Laptop Support: 5  
Digital Navigator: 0  
Email Support: 5  
ILS/Bibliomation/Evergreen: 0  
Infrastructure/Network Support: 0  
Printing/Scanning/Copying: 3  
Telecommunications: 2  
Web Application Support: 0  
Web Application Usage: 613 users; (as of 9/12/25)

### Highlights

- 1) Digital Navigation
  - a) The Regional Digital Navigator Grant/Program has come to a close. The BPL's Navigator program will integrate many of the services back into its program.
- 2) Events
  - a) A number of events/presentations that required Audio Visual Support took place in various locations within Burroughs. Highlights include the staff development training held in the "Pop Room" located on the first floor. All events were technically successful.
- 3) Capira Web App
  - a) The Web app has received cosmetic changes to bring it in line with the Library's new logos and color scheme. It will continue to receive content improvements as the Web App Community begins their work.
- 4) PC Reservation System upgraded to Cloud Version
  - a) The Envisionware upgrade to the cloud version (CloudNine) of PC Reservation has been completed (well before its official retirement by the end of 2025) at all library locations. The Print Release System (LPTOne) is still "in-house". Envisionware has not yet released a migration plan for this application. The Technology Team along with Bibliomation will identify the migration plan once it has been tested and available. The BPL has volunteered to be a Beta test site for the new Print Release software.
- 5) Printer Project
  - a) Quotes from multiple vendors have been provided to upgrade/renew the Multi-Function(Print/Scan/Fax) Devices at each branch. They will need to be reviewed by the Library Leadership Team for consideration.
  - b) Printers at Newfield and Burroughs have been replaced with similar models. All printing should be operational at all locations.
- 6) Security

# BRIDGEPORT LIBRARY

- a) VPN
  - i) VPN Access has been made available to the Facilities Operations Manager for easier monitoring of key security and HVAC systems. A laptop has been prepared for David. It will be delivered to him on 9/15.
- 7) Cyber Security
  - a) Novus Insight and the BPL continue to strategize plans for improving network security systems, training and logistics. A grant/bid has just been finalized and awarded to Novus Insight. This will build upon the the Microsoft 365 project to enhance network and endpoint security along with filling pre-requisites for a Cyber Insurance Policy.
- 8) Network Infrastructure
  - a) Total Communications was on-sight to determine which current projects need to still be completed. Due to staffing changes at TC, some projects have been delayed. Also in discussions to see how E-rate funding could be applied to future projects.
  - b) The Connecticut Education Network (CEN) has completed upgrades at the North and Beardsley Branches for their Next Generation Infrastructure Project. (<https://ctedunet.net/cen-connect/>)
- 9) Microsoft 365 Project
  - a) Security keys for Multi-factor authentication (MFA) have arrived and are being tested in our environment. The Technology Team will be setting up staff members with MFA, primarily utilizing mobile devices and the Microsoft Authenticator Application. Security keys will be a secondary alternative to complete the the MFA process.
- 10) Telephone System
  - a) Beardsley has reported phone issues with outgoing calls. The issue has subsided but will continue to check in to see if the problems return.
- 11) Bibliomation/Biblio tech
  - a) Biblio staff have been on site to handle a few break/fix computer issues. A new Biblio staff member has been introduced who will become familiar with our technology/environment.
- 12) Comcast Corporation
  - a) The BPL and Comcast Corporation are in discussion to develop and provide support for the library in areas such as E-Sports Development and Digital Music Creation. Support of the Digital Navigation program has also been discussed.