

## Technology/ December 2024

Submitted by: Brian Remigio

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January 10, 2025

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### Service Statistics

Audio Visual (AV): 4  
Databases/Subscriptions Support: 1  
Desktop/Laptop Support: 6  
Digital Navigator: TBD  
Email Support: 1  
ILS/Bibliomation/Evergreen: 0  
Infrastructure/Network Support: 3  
Printing/Scanning/Copying: 8  
Telecommunications: 2  
Web Application Support: 0  
Web Application Usage: 447 users; (as of 1/10)

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### Highlights

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#### 1) Staff Development Day

- a) The Technology Team played a part in the Bridgeport Public Library Staff Development Day. Andre O'Connor led a presentation focused on Cyber Security. He focused on educating the staff on how to protect themselves and library data. In the afternoon, the Digital Navigators from each branch location, along with the Regional Digital Navigator, came together to brainstorm and discuss plans for making the program better. A focus on reaching out to Senior Living Communities and providing on-site computer training was the main goal discussed. Andre O'Connor and David Morales will be providing training at the Clifford House on 1/22/2025.

#### 2) Digital Navigation

- a) Brian and Andre, through the Regional Digital Navigator Program participated in a Trauma program called, "Information, design & strategies to keep clients and Digital Navigators safe and whole" It's focus was to create safe and comfortable environments for both the Navigator and Patron.
- b) Additional Devices, through the Regional Digital Navigator Program have become available to patrons after successfully completing a number of training sessions/appointments with our Regional Digital Navigator.
- c) Due to the holiday season, partner organizations have been slow to respond with their need for Digital Navigator assistance.

#### 3) "My Town, My Story"

- a) "My Town, My Story" (MTMS) is a digital community archiving program that collaborates with public libraries and community organizations across Connecticut to preserve, share, and celebrate its rich history. A

# BRIDGEPORT LIBRARY

presentation was held at Beardsley on December 3rd. Technical requirements and procedures were explained in preparation for a January 11th launch.

- 4) Technology Committee
  - a) The Technology Committee has reconvened and has representation from all BPL locations on December 5<sup>th</sup>. The committee will meet quarterly with subcommittees meeting more frequently. Sub-committees will focus on areas such as: Digital Navigator, the Web Application, Audio Visual needs, ILS/Bibliomation System, Microsoft 365, Cyber Security and Artificial Intelligence(AI).
- 5) Network Area Storage
  - a) The Network Area Storage (NAS) Device is close to reaching capacity. It is used to store key library data, along with data from the History Center. Bibliomation will be providing potential solutions/recommendations to resolve the space shortage.
- 6) ScannX
  - a) ScannX devices have been located at each Library location for some time. Recently, we have enabled the ability to use them as a faxing alternative to the current system. The faxing capabilities can be “locked down” to patrons who will need to pay for their faxes in advance. Additionally, we are working on enabling the “Translational Services” feature. It would allow a document to be scanned in one language and immediately translated into another. We are reviewing the need and added cost for this service.
- 7) Equipment:
  - a) Burroughs
    - i) The PA System has been fixed at Burroughs. A new Amplifier was purchased and installed by Voice New England/Sonitrol. A phone was updated to allow another line to be picked up at Black Rock.
- 8) Events
  - a) A number of events/presentations that required Audio Visual Support took place in various locations within Burroughs. All were technically successful.
- 9) Training
  - a) Apple Fall Technology Update
    - i) Brian attended the Apple Fall Technology Meeting for Government and Educational Institutions on December 12th in Hartford at Capitol Region Education Council (CREC). Apple provided product updates, as well as integration with Microsoft and cloud services. With Apple computers at Beardsley, Newfield and potentially the Lower East Side, investigating how to properly manage Apple Devices needs to be considered.
- 10) Cyber Security Grant/Fundraising
  - a) Project UP: Brian and Elaine had an introductory meeting with the Comcast Corporation regarding their “Project Up” Philanthropy Division in late November. Further conversations will continue in February to discuss partnerships in podcasting and E-Sports initiatives. Next meeting date TBD.
- 11) Network Infrastructure Upgrades: With funding from the E-Rate grants, additional network connectivity drops will be added to key areas that were either deficient or areas that may need additional network connectivity in the future for special projects. Some areas were targeted due to additional computer needs, wireless access points (WAP), or for future IP based security cameras. Areas in Burroughs that will receive the upgrades will take place in January (starting 1/8) are the Klein Room, 3rd Floor Community Room, T and B Room, Fine Arts Room, Pop Room (Large) and Pop Room (Small).