

Technology/ December 2025

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January 9, 2025

Service Statistics

Audio Visual (AV): 0
Databases/Subscriptions Support: 0
Desktop/Laptop Support: 5
Digital Navigator: 0
Email Support: 3
ILS/Bibliomation/Evergreen: 2
Infrastructure/Network Support: 5
Printing/Scanning/Copying: 2
Telecommunications: 0
Web Application Support: 0
Web Application Usage: 737 users; (as of 1/12/26)

Highlights

- 1) Digital Navigation
 - a) This program will begin committee meetings in January. Digital Navigators will also provide training to staff on new technologies such as the Microsoft 365 suite of applications.
- 2) Events
 - a) A number of events/presentations that required Audio/Visual Support took place in various locations. All events were technically successful.
- 3) Small/Private Meeting Rooms/Spaces
 - a) Brian is investigating private/small/soundproof meeting spaces that could be used for confidential, interviews, telehealth, etc. meetings. He will visit the Southbury and Hamden Libraries which have different versions of these spaces installed.
- 4) Printer Project
 - a) One device in Burroughs is not communicating with the vendors system. It is under investigation.
 - b) Credit Card usage for 2 MFP's for patron usage are in progress of being setup.
 - i) Sara is working on connecting to the bank.
 - c) A proposal for a leased wide-format Printer (example: In-house poster/events printing) is being reviewed to replace the existing wide format printer. The current printer is costly and time-consuming to maintain.
- 5) Cyber Security
 - a) Web Filtering: Additional websites will be restricted from use. This includes foreign websites that display copyrighted materials or content.
 - b) Friends of the Library: Computers within the Friends of the Library area have been updated for ease of management and security.

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- c) Testing: The Technology department has begun penetration testing. The Technology Department is sending out emails to staff to see how well they can determine a phishing attempt. Training will be provided to those that did not recognize the phishing attempt.
- d) Website Infiltration
 - i) The main website was taken off-line for a few days. FrediB designs (Web Content manager) and Pair (Hosting site) worked in conjunction to remediate the issues, update the software/application and make the site live to the public again. A debrief is planned with FrediB.
- 6) Network Infrastructure
 - a) ERATE: Bid decisions and signed contracts are due to Kellogg & Sovereign by 1/17/26.
 - 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/>). Burroughs and a revisit to Beardsley (1/13) have been scheduled. Black Rock is scheduled for an upgrade on 1/14.
 - c) In mid-January, additional networks will be added to the Beardsley to separate public from staff traffic for added security. This will entail working with Bibliomation as well as Total Communications.
- 7) Microsoft 365 Project
 - a) Phase “3” of the Microsoft project will kick off next week with Novus Insight. This will focus on centralized management of data as well as securing and properly sharing of documents across the organization and external entities.
 - b) Security keys for Multi-factor authentication (MFA) have arrived and are now being used 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 MFA process. Most staff and locations have been moved to MFA.
 - c) Windows 11 has slowly been pushed to a handful of devices – all successful. The only issue occurs when there is not enough free hard drive space to upgrade the computers. Windows 10 has been retired and all computers need to be upgraded to Windows 11 to keep receiving updates/protection from Microsoft. Staff computers will be the priority. Patron computers are protected by Deep Freeze which minimizes their risk/exposure.
 - d) Some computers have been upgraded to Microsoft Defender, virtually replacing the ESET Antivirus program. The Technology department will work with Bibliomation to ensure there is antivirus coverage throughout this transition.
 - e) This project allows us to have more centralized management of computers and devices.
 - f) Data Storage/Network Storage
 - i) An external hard drive used by the History Center was damaged. It has been sent-out to a Data Recovery company for evaluation to determine if the data is recoverable. Plans will be made to centrally store all mission critical data on the new cloud-based Microsoft 365 system to minimize further possible data loss.
 - ii) This drive will be sent out for repair.
 - g) With the assistance of Friends of the Library, An Adobe Creative Suite license will be available for use and each of the branches. This is useful for video/photo editing, website design, PDF editing and more.
- 8) Grants/Corporate Sponsorships
 - a) Comcast Corporation
 - i) The BPL and Comcast Corporation are in discussion to develop and provide support for the library in areas such as E-Sports Development, Digital Music Creation and Digital Navigation initiatives.
 - b) M&T Bank

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- i) Has partnered with the library to bring an E-Sports Program to the Newfield Branch. Follow up meetings have been scheduled with the Bridgeport Youth Lacrosse organization to plan-out the expansion. The BYL has added new staff to assist with the partnership.