

Technology/ January 2025

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Service Statistics

Audio Visual (AV): 1
Databases/Subscriptions Support: 0
Desktop/Laptop Support: 20
Digital Navigator: 3
Email Support: 1
ILS/Bibliomation/Evergreen: 4
Infrastructure/Network Support: 2
Printing/Scanning/Copying: 6
Telecommunications: 1
Web Application Support: 0
Web Application Usage: 489 users; (as of 2/14)

Highlights

1) Digital Navigation

- a) Outreach has been a big part of the Digital Navigator Experience this month. The team has been visiting locations such as the Bridgeport Mission Rescue and Clifford House, A Senior Living Center. Both 1-on-1 and group training were conducted on a variety of topics, mostly related to computer usage basics. The focus of the program remains training and education, with technology devices being distributed on a case-by-case basis to those who have worked with our Digital Navigators for a period of time.
- b) Regional Digital Navigator partnership continues to be a positive extension of the BPL's own program. Having resources from 5 other libraries helps to effectively handle each unique situation. The program has reached the "halfway-point" in the grant. Data is being analyzed, and reports will be generated for state agencies. The Regional Digital Navigator Team continues to meet monthly via an in-person, workshop setting.

2) East Side Branch Renovation

- a) A Dell Computer quote has been generated to furnish the new portion of the building. These will complement the existing computer inventory. A select few Apple Computers will also be purchased to provide additional tools for computers, as well as Podcasting/Music Creation needs.

3) Technology Committee

- a) Brian is gauging interest from the staff on the formation of Biblio/Evergreen ILS (Integrated Library System) Steering Committee. The goal would be to improve how we use the features of the ILS, improve our staff knowledge of the system and allow us to work more independently from Biblio. Lastly, the subcommittee would make recommendations for improvements to Biblio on what we need moving forward.

4) Network Area Storage

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- 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. Brian is working with Bibliomation to provide potential solutions to resolve the space shortage. The History Center's Data is a significant part of the data we are working to save and secure. The data is growing exponentially.
- 5) ScannX
 - a) A recent system update impacted the ScannX Machines at the Beardsley and North Branches. ScannX has resolved the issue. The issue only impacted one of the 2 associated scanning devices so those systems. The systems were still usable during this time.
- 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) 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 meetings were held and the partnership appears promising. Comcast has requested additional project information that Brian will be providing.
- 8) Printer Project
 - a) Brian continues to meet with BASE Technologies, a firm that is currently auditing our printing usage. They will supply us with a usage report that will be used to identify a new copier/printer provider when the existing leasing contract expires in October.
- 9) Microsoft 365 Project
 - a) Quotes and documentation for the Microsoft 365 Cloud Services/Email project have been /refreshed and are ready to submit to the city for processing. Aside from the added features to the email system, this will allow for significant improvements in computer, account and data/file management.
- 10) Telephone System
 - a) Brian has met with a number of telephone system vendors. The goal is to move to a Voice over Internet Protocol (VOIP) based system. This would replace the existing antiquated analog-based system. The VOIP system would add additional features and services while reducing the per call cost. No definitive timeline for the project has been identified.
- 11) Square POS
 - a) The use of the Square POS system continues to grow within the library system. Andre O'Connor is working to centralize management and the staff user interface experience (each square device will have the same look so it will be easier for a staff member from another branch to assist).
- 12) Branches
 - a) Black Rock
 - i) OPAC machine has been repaired. It just needs to be put back in its original location.
 - b) Newfield
 - i) Ceiling Mounted Projector in the Community Room has been moved "backwards" to allow for the projection size to be larger. This was completed by the in-house Facilities team. If the display sizes still needs to be further enlarged, additional/significant steps (and cost) may be necessary to handle electrical and mounting needs. A new projector may also resolve the issue.
 - c) North
 - i) Coinbox was out of service due to a jam. It is now operational.
 - ii) A network port issue not working was reported at the Circulation Desk. Connectivity has been restored.
- 13) Training:

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- a) Andre O'Connor attended:
 - i) Ethical hacking for cybersecurity
 - ii) Mac (Apple) Skills
 - iii) IBM Cybersecurity Basics