

Technology/ January 2026

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Service Statistics

Audio Visual (AV): 0
Databases/Subscriptions Support: 0
Desktop/Laptop Support: 25
Digital Navigator: 0
Email Support: 2
ILS/Bibliomation/Evergreen: 3
Infrastructure/Network Support: 4
Printing/Scanning/Copying: 3
Telecommunications: 2
Web Application Support: 0

Highlights

- 1) Domain Names
 - a) Domain name registrations have been reviewed for 2026. "Bridgeportpubliclibrary.org" and "Bportlibrary.org" are set to auto-renew upon expiration. 2 similar domains are also set to renew so a third-party cannot purchase them and impersonate the Bridgeport Public Library.
- 2) IDrive Service has been renewed. Data, primarily from the History Center is backed-up to the online storage. Data Storage for the the library will be reviewed as we progress with the Microsoft 365 project.
- 3) Beardsley
 - i) A number of computers were repaired and placed back into service. Additional computers were taken from the Community Room (lower usage) and placed in the main areas to help alleviate congestion.
(1) Additional power supplies were ordered and will be used to repair the remaining faulty computers.
- 4) Digital Navigation
 - a) This program will begin committee meetings in February (scheduling conflicts occurred in January) Digital Navigators will also provide training to staff on new technologies such as the Microsoft 365 suite of applications.
- 5) Newfield/Burroughs Staff changes
 - a) Preparations are underway to setup technology for staff moving between locations. Special consideration is being applied to staff desktops and the Square Point of Sale (POS). Multifactor-Authentication (MFA) and shared accounts are also being revisited for optimized and secure usage.
- 6) East Side Renovations
 - a) With much of the foundational work completed, Total Communications was brought in to discuss the network Infrastructure piece with Bismarck, McBride and other project personnel. They are submitting quotes for the network needs that is "out of scope" of the Bismarck project.
- 7) Beardsley:

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- a) While access to the internet and within the building were working, network communication was lost between Beardsley and other branch locations. With the help from CEN, routing tables were updated and the network issue has been resolved. This previously impacted some file sharing, remote/vpn access as well as the the Trafsys people counter system. All are fully operational now. The Trafsys system reports for last month may not be accurate.
- 8) North:
 - a) Vendors will be brought in to reevaluate the AV needs with the Community Room and possibly the E-Sports Rooms.
- 9) Events
 - a) A number of events/presentations that required Audio/Visual Support took place in various locations. All events were technically successful.
- 10) 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. Brian has not been able to do an onsite visit/review at this time.
- 11) Printer Project
 - a) Credit Card usage for 2 MFP's for patron usage are in progress of being setup.
 - i) Sara is in the process of working on connecting to the bank.
- 12) Cyber Security
 - a) Web Filtering: The Technology staff will be strengthening its security around inappropriate websites used within the BPL. While categories of websites (i.e. Pornography) can be blocked, not all websites identify under this category. As we find inappropriate sites, we are adding them manually to the restricted list to prevent viewing.
 - b) Friends of the Library: Computers within the Friends of the Library area have been updated for ease of management and security. Additionally, these computers have been segmented from the main library's computer network.
 - 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.
- 13) Network Infrastructure
 - a) ERATE: C2 bidding has closed and is in the process of being reviewed. Briefly, the covered work would consist of upgrading and adding Wireless Access Points, Switches, UPS, to all buildings and to create a uniform vendor infrastructure. While not directly related to the Bid, the infrastructure foundation for a Voice over IP (VOIP) would also be established.
 - 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) Additional networks will be added to the Beardsley to separate public from staff traffic for added security. The work, while not complex requires additional coordination with Bibliomation to ensure the Envisionware system is able to continue working.
- 14) Microsoft 365 Project
 - a) Phase "3" of the Microsoft project has kicked off 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. Identifying how specific areas such as the History Center are being discussed in order to-how best to store their files.

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- b) 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.
- 15) 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
 - 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.