BRIDGEPORT LIBRARY

Technology/ July 2024 Report

Submitted by: Brian Remigio

August 15, 2024

Service Statistics	
	Audio Visual (AV): 6
	Databases/Subscriptions Support: 2
	Desktop/Laptop Support: 20
	Digital Navigator: 3
	Email Support: 2
	ILS/Bibliomation/Evergreen: 11
	Infrastructure/Network Support: 3
	Printing/Scanning/Copying: 5
	Telecommunications: 1
	Web Application Support: 1
	Web Application Usage: 320 users; (as of 8/16)

Highlights

1) Digital Navigation
   i) Mohammad H., A Regional Digital, continues to be trained by Andre O'Connor and David Morales on the instruction the BPL Patrons are seeking.   He is scheduling and meeting with patrons during his time at Burroughs. He, along with David Morales have been meeting with Digital Navigator Teams at libraries participating in the Regional Digital Navigator Initiative and sharing ideas and experiences. Brian will be attending a Digital Navigator Group meeting at the Woodbridge Library on August 19th.
   b) Hotspots (wifi devices loaned to patrons)
   i) Hotspots continue to be a popular program and service appreciated by the community. We are working to replenish our stock and have a limited, but equal supply at each of the branches. The procedures and requirements to loan the devices have been reviewed and revised and has been communicated to each of the branch managers. Request for additional hotspots or repairs can now be made through an online form for efficiency and tracking.
   c) Email Marketing Tool
   i) The group is continuing to review alternatives. No changes to report.
2) Equipment:
   a) Black Rock

        i) Unmanaged network switch replaced.

b) Burroughs
    i) A computer and work area in Cube City has been set up to receive Ana Felipe from the East Side Branch.
    ii) A Color printer was added to the Circulation area.
    iii) The Board Room Conferencing System has been updated with a Logitech Rally Camera and Touch screen control panel.

3) Incubator Space (Burroughs)
    i) The space is open for use. Certain computers now have the Deep Freeze software installed that will return the computer to its original configuration after each patron's use. A door counter has been installed to monitor foot traffic.

4) Databases
    i) Access to the databases from on-site locations should allow for added/easier access. This is currently being reviewed.

5) Web Content Filtering
    i) Web content filtering has recently been reviewed and CIPA (Children's Internet Protection Act) compliance has been verified. This is an essential requirement for E-rate Grants. Access has been granted and created by the Connecticut Education Network (CEN) for Brian to review and modify any accessible websites through the iBloss Cloud Application.

6) Printing
a) Brian is working with a firm that will identify the BPL's total printing on a month to month basis. The information will help the library to identify the right level of Multi-Function Printers (MFP's) for the environment and will be part of a future Request for Proposal (RFP).

7) Events
a) A number of events/presentations that required Audio Visual Support took place in various locations within Burroughs. All were technically successful.

8) Web Application:
a) Content continues to be added to the web application as it is requested. Its user base continues to grow each month.

9) Network Attached Storage (NAS)
a) The data storage needs, particularly for the archiving of History Center's documents, images and videos, continue to grow exponentially. A short-term solution using external Storage drives has been put in place. A more robust system with RAID 5(Redundant Array of Independent Disks) should be used along with off-site/cloud backup. These will be addressed as part or shortly after the Microsoft cloud implementation.