

Technology/ July 2026

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August 13, 2026

Service Statistics

Audio Visual (AV): 1
Databases/Subscriptions Support: 0
Desktop/Laptop Support: 17
Digital Navigator: 2
Email Support: 0
ILS/Bibliomation/Evergreen: 5
Infrastructure/Network Support: 2
Printing/Scanning/Copying: 1
Telecommunications: 4
Web Application Support: 1

Highlights

- 1) Grant – Laptops
 - a) The library will be partaking in LaptopConnect program consisting of approximately 300 new laptops that can be used by patrons. The rules and regulations for the program are being distributed, and delivery of the laptops will take place in late August.
- 2) Staff Development Training
 - a) Brian provided an overview of the current technology upgrades (primarily around Microsoft 365) as well as a refresher on email etiquette. Andre O. provided more detailed instruction on how the technology (focusing on MS Teams, SharePoint and One Drive) should be used in the library environment.
- 3) Digital Navigator 8 Total
 - a) 3 virtual one-on-one classes
 - b) 1 new devices for participants
 - c) 4 in person one on one
 - d) Computer Classes
- 4) Timekeeping and Payroll
 - a) The City and BPL are working to merge time tracking systems. Initial discussions have begun, but no timeline has been agreed upon. Technical and logistical considerations have to be further discussed. No new updates to report.
- 5) History Center
 - a) www.bridgeporthistory.org sits on a content management system (CMS) that is on an End-of-Life Status. The vendor has been contacted and has agreed to provide the library with a copy of their data to be exported into a new Web Content Management System. Past Perfect was contacted as a possible vendor replacement. Jaime has continued the discussions with Past Perfect.

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- 6) Newfield
 - a) The E-Sports Program computers have been installed within the Teen Center. They have been prepped and networked for Bridgeport Youth (BY) Staff. BY staff has been on site to finish the configurations for their needs. A tentative day of August 29th has been proposed for the Newfield Esports Launch Party. Food and refreshments will be served. Program sponsors have been contacted.
- 7) Black Rock
 - a) The Black Rock phone system has had intermittent issues over the last few months. A mobile phone will be used until a Voice over Internet Protocol (VOIP) system can be installed. The Web Application and Main Website have been updated to reflect the temporary new number.
 - b) 2 additional computers are being prepared by Bibliomation to increase the number of Adult Patron Computers. (In progress)
- 8) East Side Renovations
 - a) Total Communications installed and terminated network connections on June 11th. A review of the East Side and all other locations) with Total Communications will be done to see what network upgrades, appliances and devices would be needed.
 - b) DNR has performed an on-site visit and will provide a quote to install AV needs towards the end of the East Side Renovation Project.
- 9) North:
 - a) In addition to the quote to update the AV equipment in the Community room, 2 additional vendors have completed a walk-thru to provide additional quotes. Adding 65-inch displays to both conference rooms is also being discussed. This would be helpful for small presentations, group study, or enhancing training for the S-sports program.
- 10) Events
 - a) A number of events/presentations that required Audio/Visual Support took place in various locations. All events were technically successful.
- 11) Mentoring/Internship. After viewing the Cyber Security Presentations by local High School students at Beardsley, discussions have been initiated to have students assist in some of the technology operations. Further dialogue is needed. Brian will reach out to the teachers/administrators that are involved with the project. (In progress)
- 12) 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. (In progress)
- 13) Network Infrastructure
 - a) Additional networks will be added to the Beardsley to separate Public from staff traffic for added security. The work, while not complex, it requires additional coordination with Bibliomation to ensure the Envisionware system is able to continue working. Brian has met with Bibliomation to identify which devices need to be on the different network segments. (In progress)
- 14) Microsoft 365 Project
 - a) Phase "3" of the Microsoft project with Novus Insight is at the edge of completion. The updates will be enabled in the next week or two to further secure our resources. Staff were notified and provided basic training at the previous Staff Development Day. Staff are already using the new services.
 - b) Windows 11 Operating System Migration: 99% of staff computers have been upgraded to the Microsoft Windows 11 operating system.
- 15) Voice over IP (VOIP) Phone System:

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- a) Quotes were solicited from vendors. 4 vendors have submitted quotes and will be evaluated in the next few weeks. (in progress)

16) HelpDesk Support

- a) With the new 365 system, quick links have been added to all staff computers that lead to a new Help Desk Application that will make it easier to report Technology Issues. It will help to us to generate reports on management. We are also testing to see if it could be used within the Facilities Management area. Emergency issues will still be reported via phone to the Technology Team.

17) System Upgrades:

- a) Pair Networks (July 2nd)
 - i) After months of careful building and testing of features in the new operating system environment, we feel that this upgrade will bring improved stability, security, and system performance. Since Ubuntu 20.04 has recently reach End-of-Life, this upgrade will allow us to continue providing critical security and stability updates as necessary.
- b) CEN
 - i) CEN Engineers will be upgrading our Infoblox appliances to the latest version, 9.0.8
 - ii) Maintenance of equipment (East Side and Newfield)