

Technology/ June 2024 Report

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July 12, 2024

Service Statistics	Audio Visual (AV): 15 Databases/Subscriptions Support: 4 Desktop/Laptop Support: 22 Digital Navigator: 1 (Support for program (not patron support)) Email Support: 13 ILS/Bibliomation/Evergreen: 11 Infrastructure/Network Support: 7 Printing/Scanning/Copying: 13 Telecommunications: 1 Web Application Support: 3 Web Application Usage: 255 users; 39 users added un June.
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Highlights

1. **Digital Navigation**
 - a. While the Digital Navigator program has been in effect for the last couple of years and has successfully reached many of its goals, the program and its services has continued to grow exponentially, both at the Bridgeport Public Library System and throughout the state at neighboring libraries. Brian has been added as an additional resource to help Andre O'Connor and the other Digital Navigators to meet the new goals and help coordinate staffing, planning, financial and technical resources. Our goal in the next few months is to reinvigorate the program and document the Digital Navigator's current mission and outline how these goals are going to be met in our locations and regionally. Additionally, the BPL is participating in a partnership program/grant program with fellow libraries in the state. The goal is to be able to share resources and provide technical training to patrons in languages other than English. Through the program, Mohammad Hajali, a native Arabic speaker will divide his time in Bridgeport and 1-2 other partnering libraries assisting patrons in a diverse number of technical areas. He will also be providing laptops or tablets to patrons as part of the program. Andre and Mohammad will be visiting partnering libraries (Naugatuck, Hamden) in the next few weeks discussing and sharing their plan for this program.
2. **Email Marketing Tool**

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- a. Along with the Communications Librarian, Assist City Librarian, and Reference Librarian, we are investigating the need for a more robust Email Marketing Tool. Our current tool has been in use for over a decade and may not have the feature-set necessary to work well with how we are currently using social media platforms such as Instagram, Facebook, X (aka Twitter), YouTube, etc. The team is currently identifying the correct licensing and cost to integrate with a new service.
3. Equipment:
 - a. Beardsley
 - i. An audio device input in one of the podcast rooms was incorrectly configured. DNR was called to resolve this issue. It is now in working order and Andre Massa is preparing for the room's official launch.
 - b. Burroughs
 - i. The Reference area network switch needed to be reset to allow printing and staff printer and network access to computer in rear of Reference area.
 - ii. A Color printer was added to Circulation area. Configuration in progress.
 - iii. An additional Square Point of Sale System is in the process of being added to the Circulation Desk. This should help facilitate financial transactions.
 - c. North
 - i. The Coin box for self-service printing continues to be an issue due to patrons trying to utilize pennies jamming the device. The coin box has multiple signs warning against the use of pennies.
4. Incubator Space (Burroughs)
 1. The space is set-up and prepared for its Ribbon cutting ceremony on July 18th. Staff will need training on applications and devices that have been added.
5. Cyber Security Grant:
 1. State funding for Cyber Security Initiatives for municipalities, schools and libraries has been announced. We will submit an application/request for a portion of funding that could be applied to infrastructure such as firewalls and switches. In particular, this could be most beneficial to the East Side Project.
6. Cyber Security presentation
 - a. Brian attended a Cyber Security Presentation sponsored by the Cyber security and Infrastructure Security Agency (CISA) taken place at the Fire Department Training Center in New Haven, CT. Special consideration was given towards preparation and handling of an active Cyber Security Threat.
7. Kanopy
 - a. A new streaming service has been configured for patron use and integrated with the Evergreen ILS for authentication. It should be ready for release by next week.
8. Printing
 - a. In an effort to reduce future costs and support with regards to printing, Brian is beginning to research adding a fleet of Multi-Function Printers (MFP's) to replace the existing and aging inkjet and laser jet printers at all the BPL locations. Along with stream-lining current scanning, copying and printing services, "secure" print would also be added for confidential documents. This is a project tentatively to kick off in 2025.
9. Events

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1. A number of events/presentations that required Audio Visual Support took place in various locations within Burroughs. All were technically successful.
10. Web Application:
 1. Content continues to be added to the web application as it is requested. Its user base continues to grow each month.
11. Network Attached Storage (NAS)
 - a. The NAS OS/Software has been updated and patched with the assistance of Bibliomation.