

Technology/ June 2025

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Service Statistics

Audio Visual (AV): 0
Databases/Subscriptions Support: 0
Desktop/Laptop Support: 10
Digital Navigator: 0
Email Support: 8
ILS/Bibliomation/Evergreen: 5
Infrastructure/Network Support: 0
Printing/Scanning/Copying: 0
Telecommunications: 2
Web Application Support: 0
Web Application Usage: 587 users; (as of 7/10)

Highlights

1) Digital Navigation

- a) The program continues to operate and provide patrons with technology support and training. The program has experienced a surge in requests for training from the community. The latest involves training on the graphic design application "Canva."
- b) Regional Digital Navigator program has been "renewed" to allow for a proper conclusion to the program. It will continue to operate for approximately an additional 2 months. Communication to the community will focus on transitioning patrons to BPL's own Digital Navigator Program. Additional strides will be made to support the Bridgeport Rescue Mission and the Connecticut Institute for Refugees and Immigrants (CIRI).
- c) With the resignation of the Digital Navigator at the Beardsley Branch, Andre O'Connor will be looking to identify and train a new staff member for that role. Any inquiries for assistance at Beardsley that cannot be handled by current staff will be referred to the Burroughs Digital Navigator Group.

2) Events

- a) A number of events/presentations that required Audio Visual Support took place in various locations within Burroughs. This included the Strategic Planning Presentations with the public that were conducted both virtually and at each of the library locations. All were technically successful.

3) Capira Web App

- a) While the Capira Web App has been in use in a limited capacity, we will review and compare the Bibliomation web app to see if it offers more/better features. The current Capira App will be updated with the newest Bridgeport Public Library logos. Capira has received the changes and it will be updated as part of the next software release.

4) Printer Project

- a) No new progress report.

BRIDGEPORT LIBRARY

- 5) Security
 - a) Laptop encryption
 - i) While laptops for staff's primary use have been small, the technology team has begun to research and install hard drive encryption technologies. This would prevent a person from accessing the data on a lost or stolen laptop. This technology will be rolled out alongside the Microsoft 365 project. No additional costs are needed at this time. The technology team has begun to install encryption software on laptops that contain the most critical data.
 - b) VPN
 - i) VPN Access has been set up with connectivity verified for Bibliomation Staff to troubleshoot or update our systems remotely.
 - ii) This will also allow Bibliomation staff to assist with support issues more efficiently.
- 6) Network Area Storage
 - a) With the help of Bibliomation, the NAS has been updated to current software versions.
- 7) Microsoft 365 Project
 - a) The project began on April 9th. The team applied for Microsoft non-profit licensing that has been approved. As previously mentioned, the project will centralize user and computer management. It will create a central directory/ repository for staff user accounts that can be used to tie in new applications for a single username and password utilization. Centralized file and data storage will also be available to all staff for easier backup and retention. Brian and the consulting team have reviewed the existing accounts and eliminated old and outdated information. The staff have been reminded of current technology and security policies and procedures as well as the planned move to multifactor authentication (MFA). Accounts have been moved to the Microsoft Business Premium Plan for non-profits licensing structure of which libraries are eligible.
 - b) For staff that do not want to use their cell phones for MFA, Yubikey or equivalent devices will be made available to those staff to complete the login process.
- 8) Uninterruptible Power Supplies (UPS)/
 - a) An electrician must be scheduled to verify that the electrical system at each location can handle the added load of the new devices. Brian and David are working on scheduling. No new progress has been made.
- 9) Telephone System
 - a) A phone line at the North Branch was out of service for about a week due to both technical and logistical issues. Frontier has since been on site and repaired the issue. An additional phone line experiencing background static/noise has also been repaired.
 - b) The system has recently been reviewed with our Infrastructure vendor. Recommendation should be forthcoming in the next month or two.
- 10) Bibliomation/Bibliotech
 - a) Biblio staff have been on site to update a number of laptops and desktops as well as plan for the retirement of Windows 10.
- 11) Security Camera System
 - a) On one occasion, video footage from the Beardsley Branch was extracted from the system and provided to local law enforcement with the approval of library leadership.
- 12) Bridgeport Youth Lacrosse Organization
 - a) The group would like to run Artificial Intelligence (AI) classes for its students at the North Branch. No changes to the library network or computers were necessary.