

BRIDGEPORT LIBRARY

Technology March 2024 Report

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April 17, 2024

1. Strategic Planning Assessment
 - a. Informal bids have been submitted for Phase 1. Phase 1 involved upgrading our current Microsoft licensing to include more online storage, better security and antivirus software along with upgrading our Microsoft Office Licensing to cover all desktop and patron computers.
2. Envisionware:
 - a. The new mobile print module of Envisionware has been installed in Burroughs and all library locations. Initial testing has been positive, and the new information will be updated on the Library's website shortly to reflect the changes. The result will be a more reliable way for patrons to send print jobs from home computers, mobile devices, via email, to our library printers in an efficient and secure way. Library print fees still apply.
3. Networking
 - a. Virtual Private Network (VPN)
 - i. VPN allows select staff to access on-site resources from remote locations. This is an important service to staff that may need to access their work desktop computer from home. It will also be significant for the IT department (including Bibliomation) to access any network switches/servers and the Facilities/Operations department to access Security or HVAC equipment remotely. Access will be given on a very limited basis and will require approval from the City Librarian.
 - b. Network Segmentation:
 - i. As we move towards filling the pre-requisites for our Security Plan/Cyber Security Insurance, initial discussions have started on how to add additional network segments at each of the branch locations.
4. Telecommunications:
 - a. Voice New England(Sonitrol)
 - i. Voice New England was dispatched to the East Side Branch for a Dead phone. The issue was traced back to inside the wall and the issues was resolved promptly.
5. Web Application
 - a. The web application has been added to the Apple Store. While it is accessible, a small group of staff have been tasked with reviewing and cleaning up any issues.
6. Events:
 - a. Smaller events that required mics, a sound system and projection took place throughout the month. All successful.

7. Equipment:

- a. Beardsley:
 - i. The Express computer was reinstalled closer to the adult patron computers. Transitioning the computer to a Staff computer has been completed.
- b. North:
 - i. Coin boxes have been an issue over the past few months. Pennies, not compatible with the device, seem to be jamming the device. Signs have been added to the device, but the issue continues.
- c. Burroughs:
 - i. Software/OS updates: Brian applied BIOS, and Windows Operating System updates to staff at Burroughs in the Main office.
 - ii. Wiring on the floor around the patron computers on the 2nd floor has been cleaned up. Outdated wires have been cut and removed. They posed a safety issue and no longer sit on the floor.
 - iii. Network wiring running across the floor of the children's area has been encased and minimizes the tripping hazard.
 - iv. Microsoft Office:
 - 1. Microsoft office was not functioning on 4 of the Patron Computers. It has been reinstalled and activated.