

Technology/ March 2025

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Service Statistics

Audio Visual (AV): 1
Databases/Subscriptions Support: 0
Desktop/Laptop Support: 15
Digital Navigator: 2
Email Support: 2
ILS/Bibliomation/Evergreen: 0
Infrastructure/Network Support: 4
Printing/Scanning/Copying: 6
Telecommunications: 0
Web Application Support: 0
Web Application Usage: 529 users; (as of 4/10)

Highlights

- 1) Digital Navigation
 - a) The program continues to operate and provide patrons with technology support and training. Andre O'Connor will be visiting each of the branches to assist the other Digital Navigators and provide recommendations on how to improve training. He will also evaluate to see if additional technology is needed at each location.
 - b) Regional Digital Navigator program has recently been suspended due to complications of funding from the IMLS and Federal Government. Regional Navigator promotional signs will be removed from the library and staff and patrons will be notified. The Bridgeport Public Library's program continues to operate.
- 2) East Side Branch Renovation
 - a) Additional technology has been requested to furnish the East Side Location upon its opening.
- 3) Network Area Storage
 - a) The Network Area Storage (NAS) Device is close to reaching capacity. It is used to store key library data, along with data from the History Center. Bibliomation has helped to free up a percentage of storage to keep the system running short term. They have also provided recommendations on hardware to purchase as a long-term solution. Funding for a Synology NAS has been requested for this project.
 - b) Events
 - i) A number of events/presentations that required Audio Visual Support took place in various locations within Burroughs. All were technically successful.
- 4) Capira Web App
 - a) Brian and Laura have met with the OCLC/Capira Account Representative to better understand the product and costs associated with it. The account rep is investigating some of our inquiries and we are waiting for a response. In particular, a Spanish version of the App was supposed to be made available. The application has also transitioned from version 2 to 3 which has created some confusion on its feature set.

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- 5) Connecticut Education Network (CEN)
 - a) CEN, the Library's Internet Service Provider, has been making rounds to each of the branches to perform minor upgrades.
- 6) Printer Project
 - a) One vendor has supplied a proposal for the Multi-Function Peripheral/Printer(MFP) project. It will be used as a benchmark as other vendors are contacted and requested for proposals. If we choose to switch providers, we will need 90 days to notify them of the termination.
- 7) Envisionware Reporting
 - a) Monthly Envisionware reporting has previously been provided by Bibliomation. The Library Technology Team can now provide the reports to the management team monthly. Andre O'Connor will be providing these reports along with the network statistics.
- 8) Microsoft 365 Project
 - a) The project has officially begun on April 9th. The team has applied for Microsoft non-profit licensing that should be approved within 10 business days. 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.
- 9) Uninterruptible Power Supplies (UPS)/Shock concern
 - a) 3 units, that were currently in storage, have been deployed to North, Newfield and Black Rock. Aside from installation, it will be necessary to test the available power (Amps) of the electrical outlets at each location before proceeding. Brian is working with David Otero to bring in an electrician to verify the appropriate power is being delivered.
 - b) The Black Rock Branch as reported a potential shocking issue at the Reference Desk. Both Brian and Antonio have investigated the issue, but were not able to recreate the problem. David is working on bringing in an electrician to evaluate the situation.
- 10) Telephone System
 - a) No new updates regarding an upgrade to the phone system. It will be revisited within the last 2 weeks of April. Some products/services in consideration include IP Genie, Cisco Unified Communication Manager, Ring Central, and Zoom.
- 11) Square POS
 - a) The use of the Square POS system continues to grow within the library system. Andre O'Connor is working to centralize management and the staff user interface experience (each square device will have the same look so it will be easier for a staff member from another branch to assist).
- 12) Network Infrastructure:
 - a) The main network firewall/switch at Burroughs has been upgraded. It will be configured to be the main unit that manages the firewalls at all other branch locations. Each branch has its own Enterprise-grade firewall that can be managed by the Technology Staff or our Infrastructure partner, Total Communications.
- 13) CT Libraries & Partners for Digital Equity
 - a) Brian gave a short presentation to the CT Libraries & Partners for Digital Equity community on BPL's experience with the latest Cyber Security Grant.
- 14) Training
 - a) The Technology team working on improving their technical skill-set in order to have less reliance on outside vendors and consultants regarding the network infrastructure technologies. Andre O'Connor has been taking (and completed) online training in the following areas:

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- i) Operating Cloud Networks for Managed Services
- ii) Configuring Site-to-site VPN on a Security and SD-WAN Appliance
- iii) Troubleshooting Content Filtering
- iv) Monitoring Switches at the Network-Level
- v) Troubleshooting Switching Loops
- vi) Locating and Removing Rogue DHCP Servers
- b) As training funds become available, we would like Andre to complete the A+ Certification, the standard certification for IT Support Technicians.
- c) Brian has been working along side or Network Infrastructure Consultant, Total Communications, to more tightly control the flow of network traffic on our firewalls. He has also been working with CEN to better control web filtering content with the iBoss Application.