

## Technology/ February 2025

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March 14, 2025

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### Service Statistics

Audio Visual (AV): 2  
Databases/Subscriptions Support: 0  
Desktop/Laptop Support: 15  
Digital Navigator: 2  
Email Support: 1  
ILS/Bibliomation/Evergreen: 0  
Infrastructure/Network Support: 8  
Printing/Scanning/Copying: 4  
Telecommunications: 1  
Web Application Support: 0  
Web Application Usage: 512 users; (as of 3/14)

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### Highlights

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#### 1) Digital Navigation

- a) The program has had a busy month. 3 virtual 1 on 1 sessions; 8 in-person 1 to 1 training sessions, 1 training session at the Bridgeport Rescue Mission. We continue to build a stronger working relationship and assist the patrons at the Bridgeport Rescue Mission. The branches continue to host individual training as well.
- b) Regional Digital Navigator partnership continues to be a positive extension of the BPL's own program. The Navigator continues to aid at the Bridgeport Rescue Mission as well as within Burroughs. We are still working on creating partnerships within the community.

#### 2) East Side Branch Renovation

- a) 32 Dell Computers, 3 laptops, 35 monitors and 3 docking stations have been ordered and begun to arrive in preparation for the East Side Branch's expansion. The laptops will be used for areas in which staff will need computer access, but need to be mobile throughout the branch. Apple Computers are being spec'd out to compliment and provide workstations that will be used alongside the Multimedia Podcast/Music Creation Studios.

#### 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. Costs will be considered for next fiscal year's budget.

#### 4) ScannX

- a) A recent system update impacted the ScannX Machines at all library locations (previously thought to be 2 branches). Issues at all locations have been resolved and functioning correctly.

#### 5) Events

# BRIDGEPORT LIBRARY

- a) A number of events/presentations that required Audio Visual Support took place in various locations within Burroughs. All were technically successful.
- 6) Cyber Security Grant/Fundraising
  - a) Project UP: The Comcast Corporation has requested additional project information that Brian will be providing. Projects to be discussed include E-Sports and Podcasting/Music Studios.
- 7) Printer Project
  - a) Brian continues to meet with BASE Technologies, a firm that is currently auditing our printing usage. They will supply us with a usage report that will be used to identify a new copier/printer provider when the existing leasing contract expires in October.
- 8) Microsoft 365 Project
  - a) Project has been funded. The project kicked off date is scheduled for April 9, 2025. This will allow for better centralized management and control of users accounts, Computers and Email.
- 9) Telephone System
  - a) Brian has met with a number of telephone system vendors. The goal is to move to a Voice over Internet Protocol (VOIP) based system. This would replace the existing antiquated analog-based system. The VOIP system would add additional features and services while reducing the per call cost. No definitive timeline for the project has been identified. Brian is currently testing the software provided by a potential vendor.
- 10) 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). The North Branch has received their unit and is configured for use.
- 11) Branches
  - a) Black Rock
    - i) OPAC machine has been repaired and is back in service
- 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.