

BRIDGEPORT LIBRARY

Technology May 2024 Report

Submitted by: Brian Remigio

June 10, 2024

1. Strategic Planning Assessment

- a. Novus Insight has provided quotes for “Phase 2: Microsoft 365 Tenant Configuration” and “Phase 3: Microsoft 365 File Migration”. Both projects will need to be vetted with the Library Leadership team.

i. Phase 2:

1. Configuring the Library’s Microsoft 365 tenant to be in line with best practices for email, file, and collaboration. Currently, the tenant is configured with primarily default settings. This phase would focus on aligning the tenant configuration with current industry best practices, as well as implementation of the new features now available
2. Implementation of tenant security baseline- SecureScore/CIS best practices for securing Microsoft 365 tenants
Implementation of alert notifications for suspicious activities
Implementation of MFA for administrative users
Implementation of MFA for end users*
3. Configuration and development of basic training materials for email encryption
4. Implementation of a basic Data Loss Prevention policy in monitor mode (policy includes monitoring for SSN, credit card numbers, and bank account information). Policy will inform users that they are about to send sensitive information outside the organization, and they should encrypt the data. Implementation of MFA may require hardware tokens if personal cell phones are not acceptable for staff use.

ii. Phase 3:

1. The Library currently maintains an on-premises file server that contains data for staff. One of the challenges with the file server is that it is currently not integrated with any management system or identity platform, meaning individual usernames and passwords must be created on the file server for the users. To remediate this issue and to reduce the overall footprint of the environment, this proposal is for migrating these files from the on premises server to the new Microsoft 365 tenant (Phase II) and to then decommission the server.

2. East Side Renovation

- a. Bibliomation has conducted an on-site evaluation at East Side to deal with equipment prior, during and after the renovation. Most equipment will be removed to prevent damage due to dust or other construction obstacles. Some equipment may need to stay in place or be temporarily replaced with inconsequential equipment just to keep basic needs running.
 - b. Certain systems (i.e. security) will still need to be running during the closure. Brian will work with David and Sonitrol to make sure these safeguards continue to operate.
- 3. Web Application
 - a. The web application continues to be discussed within the Web Application Committee. Improvements are being implemented with each session.
- 4. Events:
 - a. Smaller events that required mics, a sound system and projection took place throughout the month. All successful.
 - b. Laptop loans for events to outside organizations have been difficult to manage. Brian is working with Library staff for a more efficient loaning process.
- 5. Equipment:
 - a. Black Rock:
 - i. Printer installed for staff use in lower level staff room.
 - ii. Receipt printer issue resolved at circulation desk
 - iii. Square POS cash register issue was resolved.
 - b. Beardsley:
 - i. Network connectivity for the kiosk was provided and successfully worked.
 - c. North:
 - i. Laptops were updated and are available for staff or patron in-house usage. These can be used for training/teaching purposes.
 - d. Burroughs:
 - i. Minor fixes to the patron computers were done. Additional wire management was done for increased safety for the computers and patrons.
 - ii. Certain Dymo Label Printers have stopped working for the Tech Services Team. The issues have been resolved with the help of Bibliomation support.
 - iii. Epson Wide Format Printer is operational for making large posters. The cartridge maintainer cartridge was successfully replaced.
 - e. Newfield:
 - i. Laptops were updated and are available for staff or patron in-house usage. These can be used for training/teaching purposes.
- 6. Digital Navigation Program
 - a. Brian has begun to become a part of the Digital Navigator Program. He has started to meet with Andre to understand how the program works. They will meet weekly to help meet the program goals and expansion.