

Technology/ May 2026

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June 11, 2026

Service Statistics

Audio Visual (AV): 3
Databases/Subscriptions Support: 0
Desktop/Laptop Support: 8
Digital Navigator: 0
Email Support: 2
ILS/Bibliomation/Evergreen: 0
Infrastructure/Network Support: 1
Printing/Scanning/Copying: 2
Telecommunications: 1
Web Application Support: 1

Highlights

1) Digital Navigator

a) Outreach:

- i) David Morales spoke to the Senior Class at Capital Prep Harbor School. He introduced the students to the Technology offerings of the library. The library can be an asset to the students after graduation.
- ii) Assisted the Department of Disability Services (DSS) with lessons and Devices.
- iii) 6 Devices were distributed.

b) Computer Classes

- i) We are averaging about 9-12 patrons per class offered.

2) Microsoft 365

- a) Microsoft Licensing has been renewed for another year. This will allow continued access to MS Office, Teams, Sharepoint, One Drive, Defender (antivirus) along with specialized applications.

3) City of Bridgeport – IT

- a) “K” Drive is the online location where the City Staff access key documents such as policies, procedures, forms, etc. Currently, Library staff do not have access to these resources. Some data will be copied to the library’s implementation of One Drive to allow access. Data is currently being reviewed and will be sent to the library for review.

4) Timekeeping and Payroll

- a) The City and BPL are working to merge time tracking systems. Initial discussions have begun, but no timeline has been agreed upon. Technical and logistical considerations have to be further discussed.

5) History Center

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- a) www.bridgeporthistory.org sits on a content management system (CMS) that is on an End-of-Life Status. The vendor has been contacted and has agreed to provide the library with a copy of their data to be exported into a new Web Content Management System. Next steps are being discussed.
- 6) Fax Services (ScannX)
 - a) Multiple branches reported delays in sending faxes. All ScannX fax devices have been upgraded to the latest software version and Windows11 OS version. This appears to have expedited the faxing service.
- 7) Printers
 - a) An order to purchase 5 HP LaserJet Printers will be requested. The former East Side Printers were cannibalized for parts and used to repair printers at currently open branches. 3 printers are targeted for East Side. 1 for the Burroughs Reference Area and the last will be a spare printer. A Toshiba MFP Device is also ready to go upon East Side's opening.
- 8) Newfield
 - a) It was reported that the Public Address (PA) System was either not working or only had low volume. It is being investigated. This may get addressed with the new internet-based phone system to be implemented in the next fiscal year.
 - b) The E-Sports Program computers have been received. They will be placed in the teen room for installation. Furniture will be reused from another branch while permanent furniture will be ordered upon verification the intended location is suitable for the program. Andre O. is preparing the computers to have the system policies match those of the other Patron Computers. Don Wilson, coordinator of the E-Sports program, has been notified, and the library will work to further prepare the computers for the E-Sports Program.
- 9) Black Rock
 - a) The Black Rock phone system has had intermittent issues over the last few months. With the aging infrastructure, a temporary network-based phone has been used. A temporary solution was been put in place. However, the clarity of the calls and a superfluous amounts of advertisements made the solution unsuccessful. Alternatives are being considered. The issues will be rectified with a VOIP phone system with Black Rock as a priority location.
- 10) East Side Renovations
 - a) Total Communications is ready to install and terminate network connections on June 11th.
- 11) North:
 - a) In addition to the quote to update the AV equipment in the Community room, 2 additional vendors have completed a walk-thru to provide additional quotes. Adding 65-inch displays to both conference rooms is also being discussed. This would be helpful for small presentations, group study, or enhancing training for the S-sports program.
- 12) Events
 - a) A number of events/presentations that required Audio/Visual Support took place in various locations. All events were technically successful.
- 13) Small/Private Meeting Rooms/Spaces
 - a) Brian is investigating private/small/soundproof meeting spaces that could be used for confidential, interviews, telehealth, etc. meetings. He will visit the Southbury and Hamden Libraries which have different versions of these spaces installed. Brian has not been able to do an onsite visit/review at this time.
- 14) Mentoring/Internship. After viewing the Cyber Security Presentations by local High School students at Beardsley, discussions have been initiated to have students assist in some of the technology operations. Further dialogue is needed. Brian will reach out to the teachers/administrators that are involved with the project.
- 15) Printer Project

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a) Credit Card usage for 2 MFP's for patron usage are in progress of being setup.

i) Sara is in the process of working on connecting to the bank.

16) Network Infrastructure

a) Additional networks will be added to the Beardsley to separate Public from staff traffic for added security. The work, while not complex requires additional coordination with Bibliomation to ensure the Envisionware system is able to continue working. (In progress)

17) Microsoft 365 Project

a) Phase "3" of the Microsoft project is on-going with Novus Insight. SharePoint sites have been staged for committees to share files and collaborate. Individual staff files have also started to be moved from the aging Network Area Storage (NAS) to the Microsoft Cloud environment. Initial staff training will take place during the Staff Development Day in July.

b) Windows 11 Operating System Migration: 95% of staff computers have been upgraded to the Microsoft Windows 11 operating system.

18) Voice over IP (VOIP) Phone System:

a) Quotes were solicited from vendors. 4 vendors have submitted quotes and will be evaluated in the next few weeks.