BRIDGEPORT LIBRARY

Technology November 2023 Report

Submitted by: Brian Remigio   December 20, 2023

1. Strategic Planning Assessment
   a. Discussions have continued to develop the first phase of the technology implementation. Cybersecurity will play a significant role in all aspects of the project. Multi-factor Authentication (MFA), a standard in today's technology, will also be a part of the design. A cloud-based server system is also planned as the foundation of our infrastructure. Many organizations have moved to this style to minimize the number of physical servers hosted on premises. The reduction of physical servers reduces the cost of server maintenance and replacement.
2. Equipment
   a. Patron Computers (Burroughs). 5 additional computers for patron use have been added to the 2nd floor. This includes desk mounted power receptacles near these workstations. This would allow them to charge personal laptops and phones (USB-A and USB-C ports included) with the devices not being too far from their owners to reduce the possibility of theft. These computers are also running on the new Total Communications network (see below).
   b. The Beardsley Branch has completed the multimedia upgrades that were scheduled during the week of 10/24. DNR, the Multimedia vendor, provided training to staff from Beardsley and Burroughs in the smaller podcast room. They also provided a short overview of the bigger multimedia room, but will return to for more training. The staff have also setup time in the room for additional learning and to develop guidelines and procedures. Additional hardware such as USB Extender cables have been added to make it easier for patrons to save their data. Some minor additions/enhancements have been requested such as additional lighting and wind shields for the microphones to soften the sound.
   c. Some of the computers in the network are experiencing starting/booting issues. The internal battery (same as a watch battery) has been the culprit and is an easy replacement.
3. Networking
   a. Total Communications (TC):
      i. New Wireless Access points were installed throughout Burroughs. The network ports that were previously installed have also been enabled. The TC system is running in parallel to the current Bibliomation network. Additionally, Firewalls devices have been installed at Burroughs and Beardsley. Tuesday (12/19), Firewalls are slated to be installed at Black Rock and Newfield. The firewalls are necessary to switch off from the Bibliomation network (Does not impact the Evergreen ILS).

4. Events:
   a. Smaller events that required mics, a sound system and projection took place throughout the month. All successful. One of the Fender speakers has blown and will require replacement/repair.
5. Mobile Device Library Application (Capira)
   a. After some evaluation, the Capira app requires additional tuning. Capira (OCLC)has been notified of the necessary changes and will work with their development team. Brian will organize members of the library staff to further test once the changes have been implemented.
6. Literacy Volunteers Website
   a. Brian is working with Suzanne to evaluate the state of their website (lvbpt.org). Brian is verifying security (SSL Encryption), current webhosting site, and if the current site is maintained by the vendor that supports the library's website. A new site for the Literacy Volunteers is in development.
7. Incubator Space
   a. Brian, along with Elaine and Laura, have met with Mike Roher regarding the creation of an "Incubator Space". Additional network connectivity and power would need to be added to the T&B Room to move forward.
8. Training/Webinars
   a. Brian attended s webinar on Proofpoint Cyber Security Products called "Safeguarding your email deliverability from the new email authentication rules"