BRIDGEP○RT LIBRARY

Technology/ November 2024

Submitted by: Brian Remigio

December 15, 2024

Service Statistics	
	Audio Visual (AV): 2
	Databases/Subscriptions Support: 1
	Desktop/Laptop Support: 3
	Digital Navigator: TBD
	Email Support: 0
	ILS/Bibliomation/Evergreen: 0
	Infrastructure/Network Support: 2
	Printing/Scanning/Copying: 7
	Telecommunications: 1
	Web Application Support: 0
	Web Application Usage: 438 users; (as of 12/11)

Highlights

1) Digital Navigation
    i) A Regional Digital Navigator Workshop was held at the Woodbridge Town Library in Woodbridge, CT on November 25th. Discussions focused around replenishing inventory of devices for patrons as well as recording and documenting appointments. Additional discussion took place around working with partner and community groups (i.e Senior Centers). Outreach and meeting with patrons at these facilities was a priority.
    ii) Andre, along with the Bridgeport Digital Navigators have been in touch with senior centers. Hopefully, training for seniors will begin in January after the holidays wind down.
2) Web App:
    a) The Web application has received minor updates. Many icons have been changed to give it a more modern look. The Web App logo has been changed to match the logos on the main library website for uniformity. A Web application group, under the direction of the Technology committee will drive the development and promotion of the application forward.
3) Equipment:
    a) North: A network switch failed on November 11/19. A defective fan was the root cause of the issue. Bibliomation was able to replace the switch with another "out of service" switch. Minimal downtime was experienced. Operations are now normal.
    b) Beardsley

      i)   Patron Computer #11 is under repair by Bibliomation. It should be operational soon.

   c) Burroughs

      i)   The PA System is currently not working. It is scheduled to be repaired on 12/17 by Voice New England/Sonitrol.

   d) ScannX

      i)   Brian has identified costs involved to provide faxing/scanning and/or translational services to all library locations. Previous billing is being discussed before moving ahead with purchasing the services. All locations will have Fax capabilities through ScannX in the next few weeks.

      ii)   Brian now has access to a Scannx Portal to better review the system and licensing.

4) Printing

   a) Brian continues to work with a firm that will identify the BPL's total printing on a month to month basis. The information will help the library to identify the right level of Multi-Function Printers (MFP's) for the environment and will be part of a future Request for Proposal (RFP). The monitoring software has been installed and is currently gathering data. It is expected to run and gather data for 2-3 months. Brian is also working with them to provide pricing to replace 2 of the 10+ year old non-functioning copiers in Burroughs.

5) Events

   a) A number of events/presentations that required Audio Visual Support took place in various locations within Burroughs. All were technically successful.

6) Training

   a) Apple Fall Technology Update

      i)   Brian will be attending the Apple Fall Technology Meeting for Government and Educational Institutions on December 12th. Apple will provide product updates, as well as integration with Microsoft and cloud services.

7) Cyber Security Grant/Fundraising

   a) Project UP: Brian and Elaine had an introductory meeting with the Comcast Corporation regarding their "Project Up" Philanthropy Division.   Further conversations will continue in February to discuss partnerships in podcasting and E-Sports initiatives.

8) East Side Renovation: Brian has been in contact with the Antinozzi Group. Floor plans were reviewed to determine how many computers will be ordered. Computers will be ordered in the first or second quarter of next year versus now to avoid depreciation.

9) Technology Committee: The Technology Committee has reconvened and has representation from all BPL locations. The committee will meet quarterly with subcommittees meeting more frequently. Sub-committees will focus on areas such as: Digital Navigator, the Web Application, Audio Visual needs, ILS/Bibliomation System, Micrsoft 365, Cyber Security and Artificial Intelligence(AI).

10) Phone Systems: The current phone system is obsolete. The monthly charges are costly and a new Voice over IP (VOIP) system needs to be considered for the near future. Brian and Andre, along with the Branch Managers are gathering data on needs at each location.

11) Network Infrastructure Upgrades: With funding from the E-Rate grants, additional network connectivity drops will be added to key areas that were either deficient or areas that may need additional network connectivity in the future for special projects. Some areas were targeted due to additional computer needs, wireless access points (WAP), or for future IP based security cameras. Areas in Burroughs that will receive the upgrades will take place in late December or January are the Klein Room, 3rd Floor Community Room, T and B Room, Fine Arts Room, Pop Room (Large) and Pop Room (Small).