

BRIDGEPORT LIBRARY

Technology/ November 2025

Submitted by: Brian Remigio

December 16, 2025

Service Statistics

Audio Visual (AV): 1
Databases/Subscriptions Support: 0
Desktop/Laptop Support: 50
Digital Navigator: 0
Email Support: 1
ILS/Bibliomation/Evergreen: 3
Infrastructure/Network Support: 1
Printing/Scanning/Copying: 6
Telecommunications: 0
Web Application Support: 0
Web Application Usage: 715 users; (as of 12/15/25)

Highlights

- 1) Digital Navigation
 - a) This program will begin committee meetings in January. Digital Navigators will also provide training to staff on new technologies such as the Microsoft 365 suite of applications.
- 2) Events
 - a) A number of events/presentations that required Audio/Visual Support took place in various locations. All events were technically successful.
- 3) PC Reservation System upgraded to Cloud Version
 - a) The Envisionware upgrade to the cloud version (CloudNine) of PC Reservation has been completed. Envisionware is planning on releasing a number of products to upgrade (i.e. Print Management services via the cloud) as well as new products for consideration such as Room reservations, Hold Lockers, RFID and payment solutions. The Library Leadership team will be consulted in early 2026 to determine which services meet our future needs.
- 4) 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.
- 5) Printer Project
 - a) New Multi-Function Peripherals (MFP) (aka Copier/Scanner/Printers) have been rolled out to all locations. East Side's device will be stored at Burroughs until the branch re-opens in 2026. The goal of these devices is to handle the bulk of the BPL's printing needs at a much lower cost than the existing HP printers. Additional MFP's may be added, while retiring the HP Fleet of printers. These devices also add a level of security (passcodes where needed). Also scanning and faxing are available on each of these devices. All devices have been

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networked so they can report any problems, issues or low toner automatically to the vendor who can dispatch a technician or supplies much more efficiently.

- b) All devices have been added to a monitoring software by the vendor.
- c) Credit Card usage for 2 MFP's for patron usage are in progress of being setup.
- d) A proposal for a leased wide-format Printer (example: In-house poster/events printing) is being reviewed to replace the existing wide format printer. The current printer is costly and time-consuming to maintain.

6) Cyber Security

- a) Novus Insight and the BPL continue to strategize plans for improving network security systems, training and logistics. A grant/bid has just been finalized and awarded to Novus Insight. This will build upon the Microsoft 365 project to enhance network and endpoint security along with filling pre-requisites for a Cyber Insurance Policy. A project will commence in Q1 of 2026, after the Multi-factor Authentication (MFA) has been completely rolled out.

7) Network Infrastructure

- a) With the help of Kellogg and Sovereign, The BPL has requested E-Rate funding to cover the cost of Network Infrastructure upgrades at all locations. This funding would help cover the costs of needed upgrades over the next 5 years. Highlights include more robust/enterprise level routers, switches wireless access points (WAPS)(for indoor and outdoor) along with uninterruptible power supplies (UPS's)
- b) The Connecticut Education Network (CEN) has completed upgrades at the North and Beardsley Branches for their Next Generation Infrastructure Project. (<https://ctedunet.net/cen-connect/>). Burroughs and a revisit to Beardsley have been scheduled. Additional upgrades are scheduled for the other branch locations.
- c) E-Rate bidding for the BPL's Internet Service Provider (ISP) has been submitted.

8) Microsoft 365 Project

- a) Security keys for Multi-factor authentication (MFA) have arrived and are now being used in our environment. The Technology Team will be setting up staff members with MFA, primarily utilizing mobile devices and the Microsoft Authenticator Application. Security keys will be a secondary alternative to complete the MFA process. Burroughs and North have mostly been moved with the other branches to follow within the next few weeks. We hope to complete this massive changeover by Thanksgiving.
- b) The One Drive and SharePoint applications are also being tested and configured for use by all staff members. This will allow for more secure, reliable storage of data.
- c) With the retirement/end of support for Windows 10, The project will allow us to upgrade all computers to Windows 11. The roll out of this will take place at the beginning of the 2026 year.
- d) Some computers have been upgraded to Microsoft Defender, virtually replacing the ESET Antivirus program.
- e) This project allows us to have more centralized management of computers and devices.

9) Data Storage/Network Storage

- a) An external hard drive used by the History Center was damaged. It has been sent-out to a Data Recovery company for evaluation to determine if the data is recoverable. Plans will be made to centrally store all mission critical data on the new cloud-based Microsoft 365 system to minimize further possible data loss.
- b) This drive will be sent out for repair.

10) Adobe PDF Viewer

- a) Adobe Reader has been made the default PDF application (from Foxit PDF Viewer) on all computers. This is a more reliable and widely used application.
- b) With the assistance of Friends of the Library, An Adobe Creative Suite license will be available for use and each of the branches. This is useful for video/photo editing, websit design, PDF editing and more.

11) Grants/Corporate Sponsorships

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- a) Comcast Corporation
 - i) The BPL and Comcast Corporation are in discussion to develop and provide support for the library in areas such as E-Sports Development, Digital Music Creation and Digital Navigation initiatives.
- b) M&T Bank
 - i) Has partnered with the library to bring an E-Sports Program to the Newfield Branch. Details to follow.
- c) The Institute for Municipal and Regional Policy (IMRP) at the University of Connecticut
 - i) Reviewing a possible partnership. Details to follow.