BRIDGEPORT LIBRARY

Technology October 2023 Report

Submitted by: Brian Remigio   November 15, 2023

1. Strategic Planning Assessment
   a. Additional meetings took place with the vendor, Novus Insight. Brian Remigio, with representatives from Novus (Carl Fazzini(Account Exec), a Business Analyst and Project Manager further discussed the needs of centralized User/Device/Computer Management and Cyber Security. To reiterate, the focus would be for Novus to prepare a statement of work within the next 2 weeks that would create a virtual/hosted management platform and minimize the hardware/software at Burroughs and the branches. It will provide "steps" to complete the SOW that would allow us to handle based on this years and next year's budget.
2. Equipment
   a. The mobile conference room equipment installation for the Burroughs Board Room is in progress. David Otero's staff has graciously offered to assist with the installation of the furniture piece of the equipment.
   b. Patron Computers (Burroughs). Planning on adding 5 more computers for patron use on the 2nd floor. Biblio is scheduled to help with the installation on Wednesday, 11/15.
   c. Laptops:
      i. Brian is setting up new employees with Windows Laptops (vs Desktops). This allows the staff members to be more mobile within the buildings/branches, but also prepares for the case of another Covid/Work-from-home situation. Currently, Brian Remigio, Laura Matthews, Danielle Delgado (new staff) and Ana Felipe have been set up for this use. If this test is successful, adding encryption to the laptops will become part of the process so the data cannot be recovered if the laptop is lost or stolen.
   d. The Beardsley Branch has completed the multimedia upgrades that were scheduled during the week of 10/24. This included the completion of Macs, Podcasting, music and video editing equipment, cameras (for video blogging, and software will be installed). The Collaboration Room has a large screen display, wireless mouse and keyboard installed, along with a state-of-the-art soundbar/mic for video conferencing. The system can track who and where someone is speaking and can automatically adjust the camera to point at that person. A large screen display with HDMI inputs was also installed for gaming and other devices. Lastly, staff from other branches were encouraged to visit, learn and see if the multimedia room would be a good idea for their locations. Some staff have been invited to take part in the vendor-led training. Digital Signage at the entrance to the branch has been installed. Currently, the content is being managed from one of the circulation

computers. We are investigating if the content can be on a shared network drive (NAS) so the content can be updated from multiple computers.

3. Evergreen/Bibliomation
   a. Brian has begun to take on additional coordination and management of the Evergreen/Bibliomation system. He, along with Vivian and Laura are currently focusing on access privileges for staff and minimizing who has the ability to make "system-wide" changes.
   b. Brian, Laura and Vivian are also working on centralizing, and updating the system generated email notification to patrons. Message consistency among the branches is being discussed.

4. Networking
   a. Total Communications (TC):
      i. New Wireless Access points were installed throughout Burroughs. While the equipment has been staged and configured, we are still currently on the existing switches/network managed by Bibliomation. A cut-over date will need to be determined.
   b. Network Outage
      i. A network outage occurred on Wednesday 11/8. All network connectivity was lost for a few hours at the East Side and Newfield Branches.   The root cause was a power issue at the the Bridge Academy that severed our access. Brian is inquiring with the Connecticut Education Network (CEN), the Internet Service Provider, if this can be changed. A similar incident occurred on 8/28 leading to the East Side Branch not having connectivity.

5. Self-Service Print Release Station (Burroughs)
   a. Prior to Brian's arrival the Self-service print station was removed from the Reference Desk area at Burroughs. Recently it has become an issue due to the higher volume of patrons entering the library. A self-service print release station has been reconfigured and is operating correctly. This should help alleviate some tasks from the staff.

6. Events:
   a. A couple of events were held in the newly updated Pop Room at Burroughs. The Halloween event and Neil Gaimon events were technically successful. No issues were reported with the equipment used. It would still be prudent to tackle sound deadening materials to help control any echoing issues.

7. Mobile Device Library Application (Capira)
   a. Web app is in its final phase. Access from the developer has expired. We are waiting for access again to review the application.