BRIDGEP🔴RT LIBRARY

Technology/ October 2024

Submitted by: Brian Remigio

November 15, 2024

Service Statistics	
	Audio Visual (AV): 2
	Databases/Subscriptions Support: 0
	Desktop/Laptop Support: 7
	Digital Navigator: TBD
	Email Support: 1
	ILS/Bibliomation/Evergreen: 0
	Infrastructure/Network Support: 1
	Printing/Scanning/Copying: 5
	Telecommunications: 4
	Web Application Support: 2
	Web Application Usage: 420 users; (as of 11/15)

Highlights

1) Digital Navigation
    i) Brian and Elaine attended the Regional Digital Navigator Press Conference held at the New Haven Public Library on October 7th. This was the official announcement of the program/grant and the 6 library systems participating. Elaine spoke about the excitement of being an "anchor" library that could provide experience and guidance to the other libraries that were just starting their Digital Navigator Programs. FOX, WTNH, The New Haven Register were some media outlets that covered the event. Breta Hasimi will work with Janelle Rosales, The Regional Digital Navigator Social Media Coordinator, to help highlight many of the upcoming events.
    ii) Digital Inclusion Week took place from October 7th-11th. The Branches scheduled "Meet and Greet the Digital Navigators" with hopes to educate the public on the services the Digital Navigator's provide. Informational pamphlets and treats were provided along with an on-going slide Digital Navigator Informational Slide show presentation. Many patrons (particularly at Burroughs) signed-up for additional training with the digital navigators for additional help in with computers, devices, software as well as career help.
    iii) A Regional Digital Navigator Workshop was held at the Howard Whittemore Memorial Library in Naugatuck on October 21st. Discussions focused around dealing "no shows" or missed appointments as well as dealing with a surplus or shortage of devices for patrons.

BRIDGEPORT LIBRARY

iv) Brian attended the IMLS Digital Equity meeting on October 24th. A portion of the meeting was focused on the appreciation and assistance Digital Navigators were providing to a Senior Center in Hamden. Lucia Luchetti from the Davenport-Dunbar Residence agreed to come and speak *in depth* on what has worked, and what has not worked, from her perspective as a community partner liaison with the Hamden navigator program.

v) As part of the Staff Development Day to be held next month, the Digital Navigators will spend part of the day debriefing on the last few months of the project, what to expect moving forward and to brainstorm other initiatives that could better the Digital (and Regional) Navigator Programs. An emphasis will be put on how to protect a patron's personal or private data while still being able to assist them.

vi) Career/resume development is an area the Digital Navigators have previously explored. It looks to be an area we will be expanding on the next few months. Additionally, we have had additional staff members inquire about participating as a Digital Navigator.

vii) The Digital Navigators are making a push into the community. They have been in contact with a number of Senior Centers and other community organizations to provide their members/residents with on-location technology training.

viii) Inorder to better track the volume of Digital Navigator appointments, Andre O'Connor has set up a shared spreadsheet for all DN's to track their appointments. It will provide better reporting.

ix) Through both BPL's own and the Regional Digital Navigator Program, devices such as Chromebooks are being made available to the patrons. They are being used as an incentive to build a relationship with the patron to come back for regularly scheduled training. Records are being checked to verify only 1 per family is being provided.

2) Web App
   a) Andre O'Connor attended the Capira Design User's Group Meeting. He learned that the Web app interface will be undergoing a "face-lift" to give the Web App a more modern look. Andre is also able to see other web apps created by Capira for other libraries. This will help for our benchmarking. Andre has also updated the Bridgeport Public Library Logo on the app to better associate it with the current color scheme of the Library.

3) Equipment:
   a) North:
      i) Mobile printing was not functional for a couple of days. Brian worked with Envisionware Support to upgrade the Princh printing module to the current version. Issue has been resolved.
   b) East Side
      i) Most of the technology has been removed. Some equipment, while East Side is down, will temporarily be used at other locations. It will be restored to the East Side once the Branch is reopened.
   c) Burroughs
      i) The Fax line to the Multifunction Printer (MFP) was identified. It is under repair.
   d) Beardsley
      i) The computer in the collaboration room is inoperable. It has been temporarily replaced by one of the Adult Patron computers. Bibliomation has the computer under repair.

4) Recycled Computers
   a) A "Green" E-recycle company removed electronic unneeded or broken electronic devices. All branches have made progress to declutter their locations and have sent the equipment to Burroughs

5) Windows 11
   a) With the Microsoft Windows 10 Operating System (OS) set to be "End of Life" on October 14, 2025, discussions and plans have been set-up with Bibliomation to upgrade our computers. Our Envisionware Console systems

were upgraded on October 3, 2024. Windows 10 Computers will continue to operate after October 14, 2025. However, Microsoft will seize to provide patches, updates, or upgrades to this particular version leaving the computers susceptible to cyber risks. With the Microsoft 365 Project to take place in the next few months, all computers will be upgraded to Windows 11 and will be licensed to receive future operating system upgrades, well ahead of any lifecycle deadlines/expirations.

6) ScannX
   a) 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 week.

7) 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.

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

9) Training
   a) Brian attended the Connecticut Education Network (CEN) "Nutmegger's Cyber Security Conference on October 10, alongside members of the Bibliomation staff. In particular, the presentation on applying for funds through the CT State Cyber Security grant was most helpful.
   b) Brian attended a CEN Hosted Virtual Presentation on "Transitioning to IPv6 as a Preferred Network Protocol." The presentation was informative, but would require significant strides to our network infrastructure to be attained. There is no pressing reason to rush into this change at the moment.

10) Cyber Security Grant
   a) With the assistance of Kellogg and Sovereign, our E-Rate Consulting partner, we have applied for a small cyber security grant that would focus on identity management as well as multifactor (MFA) authentication.