

BRIDGEPORT LIBRARY

Technology/ October 2025

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Service Statistics

Audio Visual (AV): 0
Databases/Subscriptions Support: 0
Desktop/Laptop Support: 25
Digital Navigator: 0
Email Support: 2
ILS/Bibliomation/Evergreen: 1
Infrastructure/Network Support: 5
Printing/Scanning/Copying: 11
Telecommunications: 0
Web Application Support: 0
Web Application Usage: 658 users; (as of 11/13/25)

Highlights

- 1) Digital Navigation
 - a) The program will function as a single entity for Bridgeport for the foreseeable future (Regional Digital Navigator Program is currently on hiatus) Training remains the the program's main goal with devices being distributed to patrons as part of the training initiative. The BPL will look for corporate sponsors and partnerships to meet the needs of the public.
- 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) 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. Most of the devices will be networked so they can report any problems, issues or low toner automatically to the vendor who can dispatch a

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technician or supplies much more efficiently. Broken MFP's have also been replaced with these units at the Burroughs Circulation Desk and the History Center.

- 5) 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 kick-off will be scheduled for a time in November.
- 6) Network Infrastructure
 - a) Total Communications was on-site to determine which current projects need to still be completed. Additionally, areas needing additional cabling/Network drops were also identified. E-rate funding could be applied to future projects.
 - 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/>) Additional upgrades are scheduled the other branch locations including revisiting the North Branch for check for a possible issue.
- 7) 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.
- 8) 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.
- 9) 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.
- 10) Grants/Corporate Sponsorships
 - 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.