

# BRIDGEPORT LIBRARY

## Technology August 2023 Report

Submitted by: Brian Remigio

September 20, 2023

1. Telecommunications
  - a. The Technology Dept. Is continuing to work with Sonitrol/Voice New England to make configuration changes to improve the functionality of the phone system. At Burroughs-Saden, They have updated the automated call-in tree to correct the extension destinations to match current staff and departments. For example, the History Center was receiving calls that were being misdirected to the Main Office. This has been resolved. Adam Cleri has been given the ability to update the default greeting, as needed. In the event the Burroughs-Saden location is closed due to inclement weather, it is now possible to change the message without third-party vendor assistance. The Beardsley location has also corrected a difficulty-to-hear issue on the phone system. The phone systems at the branch locations are separate systems and should be reviewed for consistency.
2. Bibliomation Cyber Security Task Force:
  - a. As previously mentioned, Brian Remigio has been invited to join the Bibliomation Cyber Security Task Force. While the mission of the committee is to help guide Biblio in increasing the the security measures for its own network/system, the added effect is added security and partnership with the libraries in the consortium. The forum allows us to collectively voice our concerns and issues.
3. Technology Committee
  - a. The first meeting of the newly formed Technology Committee commenced on 9/14/2023. While the committee will have set goals (5 Year Technology Plan, Cyber Security), the committee was asked to identify additional concerns and for feedback and other recommendations for topics to be discussed by the committee in future meetings. Training was deemed an essential goal for staff and patrons (alongside the Digital Navigator Program)
4. Strategic Planning Assessment
  - a. Novus Insight has provided the BPL with a short assessment on the state of Technology. Additional work will need to be completed by the technology staff. Also, additional consulting/managed services were also recommended to improve the library's infrastructure and systems. Security and working towards the requisite tasks for a Cyber Security Insurance policy were deemed essential.
5. Networking
  - a. Total Communications (TC):
    - i. As part of the Burroughs Infrastructure upgrade, Connecticut Education Network (CEN), the Library's Internet Service Provider (ISP) met with Total Communications, and Brian Remigio on 9/14 for configurations and the

transfer of support from Bibliomation to Total Communications. Total Communications will send CEN a formal request for the configuration changes needed. No additional costs should be expected with regard to CEN. An additional firewall from Total Communication will be needed to cover all 6 BPL Locations.

6. Coin Boxes
  - a. Non-working coinboxes for self-service printing have been replaced with working models installed at the Burroughs-Saden, North, East Side and Black Rock Branches. Newfield is expected to receive a new coinbox during the week of 9/18.
7. Mobile Device Library Application (Capira)
  - a. The Web app is moving towards completion. Members of the newly formed Technology Committee will play a part in the final testing of the application.
8. Databases
  - a. AtoZ database is the Premier Job Search, Reference, & Mailing List Database including 30 million business & executive profiles & 240 million residents. Ideal for sales leads, mailing lists, market research, employment opportunities, finding friends and relatives, and much more! This is in the process of being configured for the library's website.
9. B&H Photo (BILD) Conference/Expo
  - a. Brian Remigio attended the B&H Photo expo in NYC on 9/6/2023 at the Javits Center. It was a new event celebrating photo, video, and audio creativity. The goal was to learn about current equipment that could be useful for the BPL in Audio and Visual (AV). In particular, the BPL Community rooms could benefit from the new technology.
10. Google Analytics
  - a. Google Analytics has been used to record data/statistics on the the library's main website as well as the History Center's website. Due to a recent upgrade from Google, data has not been recorded in the past few weeks. With the assistance of FrediB(our website consultant), Google Analytics has been reenabled and will help provide us with much needed data/statistics regarding our websites.