BRIDGEPORT LIBRARY

Technology/ September 2024

Submitted by: Brian Remigio

October 10, 2024

Service Statistics	
	Audio Visual (AV): 3
	Databases/Subscriptions Support: 0
	Desktop/Laptop Support: 10
	Digital Navigator: TBD
	Email Support: 0
	ILS/Bibliomation/Evergreen: 0
	Infrastructure/Network Support: 2
	Printing/Scanning/Copying: 6
	Telecommunications: 3
	Web Application Support: 0
	Web Application Usage: 386 users; (as of 10/11)

Highlights

1) Digital Navigation
   i) Brian attended a Regional Digital Navigator (DN) Workshop at the Derby Neck Library on September 23rd. The focus was to brainstorm and dialogue regarding challenges and issues that were impacting the Regional Digital Navigators. In particular, the Navigators were looking for better ways to build and continue training and relationships with patrons on an on-going basis. Additional time was also spent to prepare for the larger group meeting consisting of Library Directors and Digital Navigators that occurred on September 30th, hosted at the Beardsley Branch. Preparations for the October Press Conference to be held in New Haven announcing the Regional Digital Navigator Program were also discussed.
   ii) Brian and Andre also attended a program on the "8 components of Digital Navigation" to better understand the program's mission and fundamentals.
   iii) Digital Inclusion Week is scheduled to take place from October 7th-11th. The Bridgeport Public Library, along with the 5 other CT Library systems participating in the Regional Digital Navigator program will be hosting events throughout the week. Bridgeport will be scheduling "Meet and Greet the Digital Navigators" at each of library locations with hopes to educate the public on the services the DN's provide.
2) Equipment:
   a) East Side

      i)   Preparation for the East Side closure continued throughout the month.   We plan (where possible) to replace this equipment with already owned less costly equipment in the case it becomes damaged by dust, debris or other elements of the demolition/renovation. Keeping the network infrastructure running on a bare bones platform is necessary due to continued operation of security cameras and possibly HVAC and other utilities. The majority of the Network/Infrastructure equipment is believed to be purchased and in-stock at our vendor, ready for deployment at the conclusion of the building renovation.

      ii)   Working with Bibliomation, notifications through the ILS system and through email listserves to communicate to libraries both within and external to the consortium of East Sides renovation/closure. East Side's Catalogs, Inter-Library Loans, and other processes were redirected to the Burroughs Main Library or were temporarily stopped.

b) Burroughs
- i) A refurbished color printer has been installed at the Circulation Desk.
- ii) An issue with calling local telephone numbers was identified. Frontier was able to resolve the issue that impacted certain areas of Bridgeport.

c) Beardsley
- i) An issue with one of the Podcast systems was identified and repaired. With the use of the podcast rooms growing, discussions have started regarding expanding some of the equipment to handle more simultaneous users.

3) Recycled Computers
- a) A "Green" E-recycle company is being scheduled for October to remove electronic unneeded or broken electronic devices. All branches have made progress to declutter their locations and have sent the equipment to Burroughs where the pickup will take place on October 21st.

4) 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.

5) Databases
- i) Access to the databases from on-site locations should allow for added/easier access. This is currently being reviewed. Additionally, we are reviewing how some databases and subscriptions could better be communicated/promoted to the public.

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.

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.

8) Events

BRIDGEPORT LIBRARY

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 is scheduled to attend the Connecticut Education Network (CEN) "Nutmegger's Cyber Security Conference on October 10, alongside members of the Bibliomation staff.