BRIDGEPORT LIBRARY

Technology April 2023 Report

Submitted by: Brian Remigio   May 12, 2023

1) On Staff Development Day, Brian Remigio provided a 45-minute presentation to the Bridgeport Public Library Staff.   Topics included:
    a) Introduction and role of the new Technology Specialist
        i) Provide technical support for any issues
        ii) To help bring to fruition any ideas or initiatives from the staff that have a technical component
        iii) Work in partnership with the Biblio/Evergreen Team.
    b) Brief IT Security presentation covering:
        i) Basics on how to protect your computer (I.e., always logging out)
        ii) Malware/Hacking
        iii) Ransomware
            i. Including impact to the organization
            ii. Viruses
    b. Prepared rooms for Technology usage (AV)
2. Security Assessment Request
    a. As the Bridgeport Public Library has not had a dedicated IT Staff member in 6+ years, it is extremely important to begin to assess the state of our IT systems, network, and infrastructure, especially as they relate to vulnerability in cyber-attacks (i.e. ransomware) both internally and externally.   I requested a high-level assessment of our infrastructure through Novus Insight, an IT Security Firm that has a history in this space and a working relationship with the City of Bridgeport IT Staff.
3. Printers/MFP's/Other devices:
    a. Staff Printer replacements:
        i. 3 Staff printers have been replaced/added:
            1. North Branch Manager's Office
            2. North Children's Department Staff Desk
            3. City Librarian's Office
    b. Patron Printers:
        i. North Black and White Patron Printer (In-progress)
    c. Multi-Function Peripherals (MFP's)
        i. Toshiba MFP's have been given the ability to scan to email for ease of use:
            1. Burroughs-Saden Main Office
            2. Burroughs-Saden Cube City
            3. Beardsley
    d. Crowley Microfiche Computer System (replaces broken Microfiche device)
        i. Installed in Burrough-Saden (2nd floor) with 10-year license

       ii.   Training to be scheduled for R&R staff
- e.   A projector in the Beardsley Community Room has been set up with a wireless display adapter (Amazon Firestick) owned by Brian Remigio as a "proof of concept" and to be ready for Beardsley's Opening. Staff have been trained in how to operate it. I device, owned by BPL, needs to be purchased.
- f.   Recycling
    - i.   Partnered with Upcycle LLC to remove old computers(and electrical devices) in an environmentally friendly manner whenever possible
        1. Only the most obsolete equipment was removed
        2. Data drives were destroyed (to the Dept of Defense Standard)
        3. Salvageable equipment will be donated to Non-Profit Organizations and Schools.
        4. Provided with a BOL (an inventory of equipment removed) & LOR (letter of responsibility ensuring proper handling of equipment)
        5. Picked up equipment from some of the branches
            - a.   Assisted by David and his staff.

4. Web Application (Web App)
    - a.   The mobile app/Web app being developed by Capira Mobile/OCLC is ready for initial testing. Brian and Elaine will have access.
5. CEN Conference (5/11 -Connecticut Convention Center)
    - a.   Attended by the Technology Support Specialist.
    - b.   Presentations attended: Ransomware Breach (City of Hamden); Assistive Technology in a Library setting; Engaging Families and the Community with Technology; Power to the People: Technology Planning That Puts Users First
    - c.   Met with potential IT Vendors
6. ScannX (faxing/scanning for patrons)
    - a.   Beardsley
        - i.   Faxing and Translational functionality added
        - ii.   Adding PIN functionality for staff to initiate patron faxing after payment **(in process)**
    - b.   North
        - i.   Translational functionally added **(in process)**
7. ESports (Bridgeport Sports Academy)
    - a.   Initial meeting with Sports Academy to host Esports as part of a summer camp program at the North Branch. Brian requested network bandwidth requirements before moving forward. (Bina Williams BPL Contact)
8. Purchase Requests
    - a.   Novus Insight Security Assessment
    - b.   Dell/Logitech Conference Room Hardware Project (Burroughs)
    - c.   Podcast Room hardware (Beardsley)
    - d.   Audio System: Portable, but robust enough to properly fill spaces such as the Burroughs "Pop" Room
    - e.   HelpDesk System

      i.   In process of vendor selection/recommendation. Also developing a short-term in-house Tracking system via Google Forms.
1. https://forms.gle/m5tcHWKMrAEXjgM29

f. Backup System
      i.   Network Area Storage (NAS) Device to add a backup component to the existing NAS being used as live file

9. Technology Committee
   a. Planning for first meeting within the next 2 weeks. (requested committee's availability)
   b. Have committee provide feedback on committee's mission and goals
   c. Meeting reports: Projects, Digital Navigator, Technology,

10. City of Bridgeport IT meeting
   a. Met with Curtis Denton, IT Manager.   Spent some time to get to know each other and start to build a relationship between BPL Technology and IT Services at the City of Bridgeport.   Discussed my plan to engage Novus Insight on a Security Assessment.   We briefly discussed the possibility of sharing licensing or tapping into the City's licensing agreement. May not be a cost savings for us at this point.

11. Sonitrol
   a. Working with David Otero and the vendor to install Panic Alarms in each of the branches. There are not enough dedicated ports (I.e. Burroughs) to connect the Sonitrol devices to the network. Additional external/unmanaged switches needed to be used (Not ideal as it creates the potential for an additional point of failure)

12. Zoom
   a. Reconfigured the admin account for Brian, Elaine and Paula to access the account. This allows the 3 of us to access the 1 account in case any staff members need access or staff through their "child" Zoom accounts while minimizing any bottlenecks. Previously, only Elaine had access.