BRIDGEPORT LIBRARY

Technology June 2023 Report

Submitted by: Brian Remigio July 14, 2023

- 1. Telecommunications
 - a. Phones:
 - i. Voice New England contacted to:
 - 1. Add/replace 3 phones
 - a. Conference room
 - b. Brian Remigio's phone
 - c. Burroughs Reference Desk Phone (replacement)
 - ii. Update the "call in" phone tree to route to the proper extension and provide updated information
 - iii. Phones are backordered.
- 2. Strategic Planning Assessment
 - a. Part 1 of 2
 - i. Met with Novus Insight, Bibliomation and Brian to provide Novus Insight with historical/current information regarding Technology at the BPL.
 - Requested the assessment provide information on strategic planning regarding centralized computer/device management and current IT security shortcomings and recommendations.
 - 1. Attention would be aligned with "What pre-requisites would we need in place if we applied for Cyber Security Insurance?"
 - b. Part 2 of 2
 - i. Report/Recommendation from Novus Insight
 - 1. A "light" report would be provided mid-August.
- 3. New Haven Public Library Visit:
 - a. Visited Karina Gonzalez, Public Services Administrator for Technology & Tech Services at the NH Public Library.
 - i. Learned about their Maker Space Area, Technology Rooms and usage
 - ii. Met with her 4-person staff that provided more technical details.
 - iii. Provided some great ideas for BPL to progress towards.
- 4. Networking
 - a. Total Communications (TC):
 - i. Follow-up meetings were had with Total Communications regarding:
 - 1. Network Upgrades to Burroughs
 - a. Backordered Switches:
 - i. Only waiting on 1 switch(estimated arrival 7/28)

- 2. Moving forward with meeting with TC, CEN, and Bilbliomation for knowledge transfer to TC and setting expectations during and after the project for all involved.
- 5. Recycling:
 - a. Preparing to recycle 2nd set of obsolete equipment
 - i. Scheduled for pickup 7/18/23
- 6. Web Application (Web App)
 - a. Feedback will be officially submitted to the developer this week.
- 7. Branches
 - a. East Side
 - i. Renovation Walk-thru
 - 1. With Paul Lisi (Antinozzi) and Nicholas D'agostino (Dagostino Associates) to review the network and infrastructure needs and current environment. Report is forthcoming.
 - b. Beardsley
 - i. ScannX support call set for 7/17 to add PIN Functionality for staff to initiate Faxes, scans on the patron's behalf.
 - c. North
 - i. ScannX Translational functionally added (in process)
 - 1. Part 1 of 2 upgrades completed.
 - 2. Waiting on CCP to schedule part 2
 - a. Set for 7/17/23
 - ii. E-SPorts Camp:
 - 1. All is functioning perfectly. Camp will be in effect through August.
 - Don Wilson, our contact for the camp, has recently been featured/credited in the CT post for bringing competitive sports/training to Bridgeport to level the playing field with more affluent communities.
 - d. Black Rock
 - i. Met with Margaret to discuss technology ideas and plans for the branch
 - 1. Brainstormed ideas how to utilize the lower-level rooms
 - a. Teen room: make better use of the computers and furniture setup
 - b. Multipurpose room: Possibly adding an AV System
 - 2. Security Monitor
 - a. How to make it more useful for the security guard.
 - ii. No decisions were made. Any plans will need to be vetted.
- 8. Envisonware:
 - MobilePrint has been integrated into the Envisonware systems at Beardsley, Newfield, East Side and Black Rock.
 - 1. The MobilePrint Service, the integrated services of Envisionware are working, but not without errors.
 - a. Further evaluation will be necessary.
 - b. Microsoft 365 Email

- i. Microsoft's email system has been down intermittently over the past few weeks.
 - 1. Micrsoft appears to have the issues under control.
- 9. Google G-Suite/Workspace
 - a. Reviewed offering of Google Workspace with a Google Representative.
 - i. Decided to hold off on pursing Google Workspace
 - ii. The cost, combined with the duplication of services provided by Microsoft 365, make this an unnecessary service for the BPL at this time.
- 10. Website (bridgeportpubliclibrary.org)
 - a. Investigated all the parts necessary to keep our main website active on the web. Identified key partners and renewal dates.
 - i. Pair.com- Web Hosting Site
 - 1. Where our website lives.
 - ii. FrediB- Web Developer
 - 1. Who updates changes and larger content on our website.
 - iii. Network Solutions- Internet Registrant
 - 1. How the world knows we are www.bridgeportpubliclibrary.org
 - a. And lvbpt.org (literacy volunteers)

11. Budget

- a. Identifying all technology-related purchases from FY22-23 so we can better forecast for this and future fiscal years.
 - i. In-progress.