

Buffalo and Erie County Library - Technology Plan (2013-2016)  
Project Updates 2014

No.	Project	Description	Status	Accomplishments	Goal No.
1	Administration	e-Rate	Ongoing	Application successfully filed	1,6
1	Administration	Grants	Ongoing	Technology related: NYS Senate Bullet Aid 2014; IMLS Digitization Grant; ECFSA RFID; RBDB Digitization	6
1	Administration	System Reporting	Ongoing	All NYS reporting requirements were met; PLDS report successfully submitted; EDGE Initiative Survey completed; ALA 2014 Digital Inclusion Survey submitted	1
2	Databases	Electronic Collections	Ongoing	Database Committee actively reviewed databases, issued staff survey on interest and usage; presented at Manger Director Meetings; "CQ Researcher" database was dropped	1,2,3,4
2	Databases	Search Capabilities	On Hold		1,2,3,4
2	Databases	Relevant Indicators	On Hold		1,3
3	Development and Communications	Promote Resources and Services	Ongoing	Traditional and online resources, as well as social networking sites were used; Development and Communications Department sent 30 e-mail messages pertaining to funding and governance, 75 pertaining to Library personnel/ management issues, 43 pertaining to adult or youth services	5
3	Development and Communications	Communicate Organizational Initiatives	Ongoing	Organizational Competencies were updated regularly online and were available for view on the Intranet; Development & Communications posted 43 Media Releases on the website	5
3	Development and Communications	Support Public Programs	Ongoing	IT staff continued to provide technology and staff support for public events at the Central Library and select programs at community libraries (e.g. recording Lauren Belfer Book Talk at the City of Tonawanda Library)	1,5
3	Development and Communications	Secure Funding	Ongoing	Continued to support grant applications and grant initiatives; Preliminary research and development to implement an Online Bookstore in 2015	6
4	Digitization	Digitization Plan	Complete	B&ECPL Digitization Plan approved	3
4	Digitization	Digitization Projects	Ongoing	Buffalo City Directories for 1869-1893 (RBDB Grant) and Nelson Fischer WWII scrapbook	3,5
4	Digitization	Reproductions	Ongoing	Plans for public sale of reproductions in 2015	3,5
5	e-Branch	24/7 Reference Service	Ongoing	AskUs 24/7 service maintained	3
5	e-Branch	Other Reference Services	Ongoing	Document delivery options enhanced with Empire Shared Collection Project	3
5	e-Branch	Telephone Call Center	On Hold		3
5	e-Branch	Work Tickets	Ongoing	Libstats used for data collection	
6	e-Communications	e-Mail System		Maintained Outlook, Websense and Arc Mail; Alternative e-mail systems under review	1,2,3,4,5
6	e-Communications	Social Networks	Ongoing	Central Library social networking sites included Facebook (5,473 fans), Twitter (6,879 followers), Pinterest (971 followers), Tumblr (52 followers) and flickr (282,379 views in 2014); TechKnowLab YouTube Channel had 19,596 views and Central Library established a presence on the photo sharing site Instagram in November 2014	1,2,3,4,5
6	e-Communications	Alternate Electronic Communication	Ongoing	Website and Intranet Scrolls continually updated	1,2,3,4,5
6	e-Communications	Digital Display Monitors	On Hold		3,5
7	e-Devices	Mobile Technologies	Ongoing	Mobile website maintained	2,3,5
7	e-Devices	Staff Devices	On Hold		2,3

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7	e-Devices	Applications	Ongoing	SirsiDynix Mobile CIRC software purchased: Implementation planned for 2015	2,3,5
7	e-Devices	Public Devices	Ongoing	e-Devices used for public training	2,3,5
8	e-Materials (Content)	Downloadable Content	Ongoing	Provided Project Gutenberg and Moving Image Archive titles	2,3,5
8	e-Materials (Content)	Download Services	Ongoing	Maintained OverDrive and Freegal download services; Withdrew from EBL Pilot program and service due to publisher pricing structure changes	2,3,5
8	e-Materials (Content)	Library-Generated Content	Ongoing	10 new documentary videos and 11 instructional videos were created by the Central Library TechKnowLab staff	2,3,5
8	e-Materials (Content)	Gaming Software	Ongoing	Implemented Minecraft programming in Central Library Training Lab	2,3,5
9	Human Resources	Electronic Archiving	On Hold		1,2
9	Human Resources	Electronic Time-keeping	Ongoing	Updated formulas in electronic timesheets to more accurately track alternative work codes	1,2
10	Integrated Library System (ILS)	Maintain and/or Upgrade ILS	Ongoing	SirsiDynix ILS maintained; Request for Proposal for a Next-Generation Integrated Library System ("NGS") and Related Services issued December 5, 2014	1,2,3
10	Integrated Library System (ILS)	Vendor Products and Enhancements	Ongoing	Mobile CIRC application acquired; Service Pack upgrades performed	1,2,3
10	Integrated Library System (ILS)	Public Access Catalog	Ongoing	VuFind Catalog became standard in October 2014; e-Library Classic Catalog maintained as an alternative; Added dual-search and Coming Soon lists in VuFind	2,3
10	Integrated Library System (ILS)	Cardholder Issues	Ongoing	Online User Registration under development	2,3
10	Integrated Library System (ILS)	Authority Control	Ongoing	Bibliographic records extracted and sent to Marcive for processing and RDA updates July 2014; Initial load of processed bibliographic records and authority records completed September 2014; Ongoing process for new bibliographic records and authority updates began November 2014 and continues quarterly	2,3
10	Integrated Library System (ILS)	Self Service and Materials Vending	On Hold		1,2,3
10	Integrated Library System (ILS)	ILS Analysis	Ongoing	RFP was issued for an ILS Consultant to assist the Library with procurement of a Next Generation ILS and Related Services (RMG Consulting, Inc. was awarded a contract and assisted the B&ECPL with RFP preparation); RFP for ILS issued December 5, 2014 with responses due January 13, 2015	1,2,3
11	Interlibrary Loan	Iliad Support	Ongoing	Maintained ILLiad service	3,5
11	Interlibrary Loan	Electronic Document Delivery	Ongoing	ILLiad configured August 2014 to enable ISO; Patron requests for Empire Shared Collection journal articles routed to the UB Annex and received via document delivery	3,5
12	Intranet	Develop new Intranet website	Complete	Enhancement: staff members were allowed remote Intranet access to update unified calendars	1,2,4
12	Intranet	Staff Networking Site	Ongoing	Online submission form was implemented for "Library Snap Shots!" highlighting activities at all libraries; Staff Space was implemented to highlight individual interests and accomplishments	2,4
12	Intranet	Intelligent Documents and Forms	Complete		1,2,4
13	Library Construction - Renovation	Provide Technology and Cabling Design	Ongoing	Supported technology and equipment needs during building expansion project at the Hamburg Library	1,5,6

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13	Library Construction - Renovation	New (moved) Telephone and Data Communications Services	On Hold	No new projects in 2014	1,5
13	Library Construction - Renovation	Install equipment and peripherals	Complete	Assisted Clarence Library with Security Camera installation	1,5
14	Network Support	Bandwidth	Ongoing	Bandwidth increase at CEN, MRW, KNM, JBR, REI and AUD in January 2014	1,2,3
14	Network Support	Firewalls	N/A		1,2
14	Network Support	VPN	N/A		1,2
14	Network Support	Servers	Ongoing	Servers were upgraded at 30 branch and contract libraries; Arcmail data was migrated to a new server and the software was upgraded	1,2
14	Network Support	Security	Ongoing	Security maintained	1,2,3
14	Network Support	Routers and Switches	Ongoing	Community library switches were upgraded	1,2
14	Network Support	Internet Technology Security Policy	Complete	Old policy reviewed and replaced with "Information Technology Security Policy Manual for the Buffalo & Erie County Public Library System"	1
14	Network Support	Helps Desk Software	Complete		1,2,3
14	Network Support	Log Analyzing	N/A		1,2,3
15	Outreach	Alternate service delivery	On Hold		1,3,5
15	Outreach	Alternate delivery locations	On Hold		1,3,5
15	Outreach	Equipment to support initiatives	Ongoing	Scanner; Planning underway to support increased MakerSpace technology at the Central Library in 2015	2,3
16	Programming	Other Equipment	Ongoing	DVD Recorder/VCR Combo purchased for the Central and Merriweather libraries; Chrome Books, Green Screen, 3-D Printer, Laptops, Kindle Fire HDX, Samsung Tablet, Camera-Recorder and AV Rover purchased for use by Technology Support staff in TechKnowLab and MakerSpace; Nook HD, Nexus 7, Kindle Fire HD, Laptop, and SONY 69.5" TV purchased for programming at the Lancaster Library	1,2,3,5
17	Public Access Computing	Desktop Computers	Ongoing	300+ public workstations were replaced or upgraded to machines running Windows 7	1,2,5,6
17	Public Access Computing	Laptops	Ongoing	2 laptops added at Central Library; 6 laptops added at the Kenmore Library; 6 laptops added at the Merriweather Branch; 21 public-use laptops were replaced in several libraries	1,2,5,6
17	Public Access Computing	Mobile, Handheld and Smart Devices	Ongoing	Chrome Books, Kindle Fire HDX, Samsung Tablet acquired for Central Library/System programming; Nook HD, Nexus 7, Kindle Fire HD, were purchased for programming at a contract library	1,2,5,6
17	Public Access Computing	Printers, Scanners	Ongoing	28 replacement public color printers were installed; New scanners were purchased and installed at Clarence and Hamburg libraries	1,2,5,6
17	Public Access Computing	Applications and Software	Ongoing	Program developed to detect if a USB Flash Drive is left in a public-use computer when a session is logging off, forcing a pop-up window to remind the user to remove the device; Buffalo Public Schools (BPS) Desktop remote user access implemented; Social Security Express website added to public computers	1,2,5

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17	Public Access Computing	Public PC Reservations	Ongoing	PC Reservation and LPT:One maintained; Software upgrades monitored and implemented when appropriate	1,2,5
17	Public Access Computing	Printer Cost Recovery	Ongoing	Color Print cost raised to 25 cents per page January 2014	1,2,5
17	Public Access Computing	CIPA Compliance	Ongoing	Maintained Websense security; Internet Safety and Acceptable Use Policy amended and Board-approved May 21, 2015	1,2
17	Public Access Computing	Adaptive Technology and Assistive Devices	Complete	New videophone was acquired for the Disabilities Room at the Central Library, complementing and completing the facilities/equipment upgrade project begun in 2013	1,2,5,6
17	Public Access Computing	Fax Services	On Hold	No change in implementations	1,2,5
17	Public Access Computing	Specialized Centers (Desktop Publishing, Gaming)	Ongoing	Minecraft gaming implemented in Central Library Training Lab	1,2,5,6
17	Public Access Computing	Non-English PACs	On Hold	No change in implementations or offerings	1,2,5
17	Public Access Computing	Digital Content Downloads	Ongoing	See Project No. 7 e-Materials (content) above	1,2,5
18	RFID	Implementations	Ongoing	34 libraries were using Self-Check Out and 29 libraries were using Auto-generated RFID "Hold" Self-Service Slips (4 added in 2014)	1,3,6
18	RFID	Automated Return/AMH	Ongoing	Contract finalized with Bibliotheca in February 2014 for AMH system; Implementation anticipated first quarter 2015	1,3,6
18	RFID	RFID RFP	Complete	RFP Complete in 2013; Contract finalized with Bibliotheca for AMH system February 2014; Contract finalized with EnvisionWare for RFID equipment, services and support April 2014	1
18	RFID	PDA's and Reports	On Hold		1,3
19	Staff Computing	Desktop Computers	Ongoing	All standard use PCs replaced or upgraded to Windows 7 operating system	2
19	Staff Computing	Laptops, Mobile, Handheld and Smart Devices	On Hold		1,2
19	Staff Computing	CIPA Compliance	Ongoing	Maintained Websense security on all staff computers	1,2
19	Staff Computing	Printers, Scanners	Ongoing	Scanner purchased for Director's Office	2
19	Staff Computing	Applications and Software	Ongoing	Upgrades applied as needed	1,2
20	Telephone System	e-Branch Call Center	On Hold		1,2
20	Telephone System	VoIP	On Hold		1,2
20	Telephone System	Conference Call Capability	On Hold		1,2
20	Telephone System	City Branches	N/A	No change in implementations	1,2
21	Training - Public	Cyber Trains	Ongoing	Maintained; No new hardware added	1,5
21	Training - Public	Training Labs	N/A		1,5
21	Training - Public	Technology Training - Classes	Ongoing	Central Library TechKnowLab Team conducted 348 public classes System-wide for 2,442 attendees	1,5
21	Training - Public	Technology Training - Alternative	Ongoing	Central Library TechKnowLab Team conducted 449 One-on-One Book a Technology Appointment sessions System-wide	1,5
22	Training - Staff	Technology Training - Classes	Ongoing	13 staff technology classes were conducted at the Central Library with 57 attendees	2,4

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22	Training - Staff	Technology Training - Alternative	Ongoing	14 One-on-One Book a Technology Trainer appointments for the staff were conducted at the Central Library; Manager Director Meetings continued to be audio recorded and archived on the Intranet along with supporting Power Point presentations and hand-outs; Staff Forums were audio recorded and archived on the Intranet	2,4
22	Training - Staff	Technology Training - Library 2.0	Ongoing	1 staff survey was conducted in August 2014 to assess technology training needs	2,4
23	Web Sites	Traditional Content	Ongoing	A red scroll was implemented to highlight emergency or unanticipated library closings	1,2,3,5
23	Web Sites	e-Content & Training	Ongoing	Sites were maintained and updated	1,2,3,5
23	Web Sites	Individual Web Page Management		All 37 libraries have staff performing individual web page editing	1,2,3,5
23	Web Sites	CMS	Complete	Drupal-based Intranet implemented for staff use	1,2,3
23	Web Sites	PAC	Ongoing	VuFind was directed as the primary online catalog with e-Library made secondary	1,2,3,5
23	Web Sites	Link Checkers and HTML Validation	Ongoing	Auto scan run monthly	1,2,3,5
24	Wireless	Internet Access and Wireless Capacity	Ongoing	Upgraded and/or expanded Wi-Fi at all B&ECPL libraries; Comprehensive Wi-Fi coverage established in newly renovated 2nd Floor West area of the Central Library (38 wireless access points replaced and 4 new added)	1,2,3,5
24	Wireless	Printing	On Hold		1,2,3,5
24	Wireless	Interface for Mobile, Tablet and/or Smart Devices	Complete		1,2,3,5
24	Wireless	Productivity assessment with Mobile, Tablet and/or Smart Devices	On Hold		1,2,3,5
24	Wireless	Cabling Alternative	Ongoing	Additional wireless access added when needed and appropriate	1,2,3