

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

No.	Project	Description	Status	Accomplishments	Goal No.
1	Administration	e-Rate	Ongoing	Successful Application	1,6
1	Administration	Grants	Ongoing	Technology related grants included: NYS Senate Bullet Aid; Gates Hardware Grant (close-out); IMLS digitization Grant; WNYLRC RBDB Digitization Grant (Buffalo City Directories); ECPSA RFID Grant	6
1	Administration	System Reporting	Ongoing	All NYS reporting requirements were met. PLDS report was successfully submitted. The B&ECPL e-Rate Technology Plan 2013-2016 was approved by the New York State Education Department.	1
2	Databases	Electronic Collections	Ongoing	Database Committee continued to evaluate current and potential databases	1,2,3,4
2	Databases	Search Capabilities	Ongoing	Research Databases web page maintained <a href="http://www.buffalolib.org/content/research">http://www.buffalolib.org/content/research</a>	1,2,3,4
2	Databases	Relevant Indicators	On Hold		1,3
3	Development and Communications	Promote Resources and Services	Ongoing	Employed a variety of traditional & online resources as well as social networking sites and Library opt-in Cardholder Notification Lists	5
3	Development and Communications	Communicate Organizational Initiatives	Ongoing	An online form was developed to record status updates to the B&ECPL Organizational Competencies (it is available on the Intranet for view by all staff members)	5
3	Development and Communications	Support Public Programs	Ongoing	IT staff continued to provide technology and staff support for all public events at the Central Library	1,5
3	Development and Communications	Secure Funding	Ongoing	The B&ECPL hired a Development Manager to secure grants and grant-funding	6
4	Digitization	Digitization Plan	Ongoing	Under final review December 2013	3
4	Digitization	Digitization Projects	Ongoing	RBDB Grant: Buffalo City Directories	3,5
4	Digitization	Reproductions	On Hold		3,5
5	e-Branch	24/7 Reference Service	Ongoing	AskUs 24/7 service maintained	3
5	e-Branch	Other Reference Services	On Hold		3
5	e-Branch	Telephone Call Center	On Hold		3
5	e-Branch	Work Tickets	Ongoing	An open-source online data entry form (libstats) was developed to record, compile and tabulate reference questions statistics for e-Branch staff. The format is being reviewed to determine if an alternative ticketing system would better suit e-Branch needs..	
6	e-Communications	e-Mail System	Ongoing	Maintained Outlook, Websense and Arc mail. Alternative e-mail systems under review.	1,2,3,4,5
6	e-Communications	Social Networks	Ongoing	The Central Library maintained an active presence on Facebook (4,706 fans), Twitter (4,935 followers), Pinterest (775 followers) and flickr (69,272 views in 2013). The Central Library YouTube Channel had 494 views in 2013 and the Central Library Training Lab recorded 17,769 views; The Central Library Training Lab established a presence on the social networking site Tumblr <a href="http://becpltl.tumblr.com/">http://becpltl.tumblr.com/</a> in December 2013	1,2,3,4,5
6	e-Communications	Alternate Electronic Communication	Ongoing	Integrated Big Blue Button videoconferencing into New Intranet; website Scroll continually updated	1,2,3,4,5

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6	e-Communications	Digital Display Monitors	On Hold		3,5
7	e-Devices	Mobile Technologies	Ongoing	A mobile website was developed and went live on October 22, 2013; as a bonus feature, it also provides access to thousands of films and movies maintained by the Moving Image Archive	2,3,5
7	e-Devices	Staff Devices	On Hold		2,3
7	e-Devices	Applications	On Hold		2,3,5
7	e-Devices	Public Devices	On Hold		2,3,5
8	e-Materials (Content)	Downloadable Content	Ongoing	3 new documentary videos were created by the Central Library Training Lab staff ( <i>Behind the Request</i> <a href="http://bit.ly/U4xVEk">http://bit.ly/U4xVEk</a> <i>Haunted Library</i> <a href="http://bit.ly/1f68H2n">http://bit.ly/1f68H2n</a> and <i>Mark Twain in Buffalo</i> <a href="http://bit.ly/17RD9eO">http://bit.ly/17RD9eO</a> ) and featured on the Library's websites and YouTube Channel; 12 Instructional Videos were created and 4 Instructional Videos were updated	2,3,5
8	e-Materials (Content)	Download Services	Ongoing	Maintained OverDrive, Freegal, Project Gutenberg and EBL download services. Added Moving Image Archive and 500 Gutenberg bibliographic records loaded into Library Catalog	2,3,5
8	e-Materials (Content)	Library-Generated Content	Ongoing	Central Library training Lab Created 8 New Technology Training Handouts and Updated 84 Handouts (making these available for public and staff download on the websites)	2,3,5
8	e-Materials (Content)	Gaming Software	On Hold		2,3,5
9	Human Resources	Electronic Archiving	On Hold		1,2
9	Human Resources	Electronic Time-keeping	On Hold		1,2
10	Integrated Library System (ILS)	Maintain and/or Upgrade ILS	Ongoing	SirsiDynix Service Pack Upgrade June 2013	1,2,3
10	Integrated Library System (ILS)	Vendor Products and Enhancements	Ongoing	Discontinued SirsiDynix Facebook integration product	1,2,3
10	Integrated Library System (ILS)	Public Access Catalog	Ongoing	New open-source (Vufind) fully ADA-compliant Catalog made available to public in beta format	2,3
10	Integrated Library System (ILS)	Cardholder Issues	Ongoing	Online PIN assignment or replacement was implemented; online application under development	2,3
10	Integrated Library System (ILS)	Authority Control	Ongoing	A formal bid opening took place on July 11, 2013 at Erie County Purchasing to review the vendor bids for bibliographic record authority control services for the Library; after a lengthy evaluation, the award was made to MARCIVE, Inc.; Technical Services staff is working to complete profiles that will guide the provision of up-to-date, unique, and consistent headings that are vital to successful catalog discovery; an initial scan of the Library's bibliographic database will correct common errors and revise obsolete coding; a mechanism for the ongoing maintenance of author & subject terms will also be a key component of the initiative	2,3

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10	Integrated Library System (ILS)	Self Service and Materials Vending	On Hold		1,2,3
10	Integrated Library System (ILS)	ILS Analysis	Ongoing	Preliminary background analysis began in the final quarter of 2013; Listserves were polled for sample RFPs and the evaluation of use of a consultant to spearhead the process of a full ILS review is underway	1,2,3
11	Interlibrary Loan	Illiad Support	Ongoing	Maintained Illiad service	3,5
11	Interlibrary Loan	Electronic Document Delivery	Ongoing	Working with the University of Buffalo and other libraries to implement the Empire Shared Collection program which would archive serials publications and provide on demand electronic document delivery	3,5
12	Intranet	Develop new Intranet website	Complete	The New Intranet (Drupal based) went 'live' on December 2, 2013	1,24
12	Intranet	Staff Networking Site	On Hold		2,4
12	Intranet	Intelligent Documents and Forms	Complete	All forms are fill-able and save-able. Reimbursement forms provide automated calculations	1,2,4
13	Library Construction - Renovation	Provide Technology and Cabling Design	Ongoing	IT and Technology Support staff consulted with the Hamburg Public Library regarding data and electrical requirements for a planned 2014 building expansion project.	1,5,6
13	Library Construction - Renovation	New (moved) Telephone and Data Communications Services	On Hold	No major projects in 2013	1,5
13	Library Construction - Renovation	Install equipment and peripherals	On Hold	No major projects in 2013	1,5
14	Network Support	Bandwidth	Ongoing	Ongoing monitoring and evaluation: no upgrades needed in 2013	1,2,3
14	Network Support	Firewalls	On Hold	No change	1,2
14	Network Support	VPN	On Hold	No change	1,2
14	Network Support	Servers	Ongoing	1 network server and 22 branch servers (grant funded) were purchased; the SirsiDynix and B&ECPL (staff and pub) servers were virtualized and stored at the East Delavan Library	1,2
14	Network Support	Security	Ongoing	Avast antivirus software migrated to all PCs, replacing costly, less-effective Total Defense (made available under their Education and Public Library free licensing program)	1,2,3
14	Network Support	Routers and Switches	Ongoing	4 new high-end switches installed at the Central Library (purchased with eRate funds); 17 Procurve switches purchased for community libraries with grant funds	1,2
14	Network Support	Internet Technology Security Policy	On Hold	Internet Technology Security Policy scheduled for review in 2014	1
14	Network Support	Helps Desk Software	Complete	New ticketing and inventory system implemented to replace old ms-access based system	1,2,3

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14	Network Support	Log Analyzing	Ongoing	awstats implemented mid-year to provide closer to real-time website use statistics	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	On Hold		2,3
16	Programming	Laptops and Projectors	Ongoing	Purchased new laptop to support technologies needed for Manager Director Meetings	1,2,3,5
16	Programming	Other Equipment	Ongoing	Audio equipment purchased to record Manager Director Meetings	1,2,3,5
17	Public Access Computing	Desktop Computers	Ongoing	30 new public desktop computers were added and 575 desktops were replaced (using a combination of B&ECPL funding and grants)	1,2,5,6
17	Public Access Computing	Laptops	Ongoing	10 additional public-use laptops were added (grant funded) at five libraries.	1,2,5,6
17	Public Access Computing	Mobile, Handheld and Smart Devices	Ongoing	Kindle Fire HDX and Microsoft Surface were purchased	1,2,5,6
17	Public Access Computing	Printers, Scanners	Ongoing	4 ScanPro 800 microfilm readers acquired for the Grosvenor Room and 1 for Merriweather Branch (PVT Funds); 1 new public scanner was added at the East Aurora Library	1,2,5,6
17	Public Access Computing	Applications and Software	Ongoing	Installed Microsoft Silverlight on all public PCs.	1,2,5
17	Public Access Computing	Public PC Reservations	Ongoing	Maintained EnvisionWare PC Reservation software	1,2,5
17	Public Access Computing	Printer Cost Recovery	On Hold	No change in 2013	1,2,5
17	Public Access Computing	CIPA Compliance	Ongoing	Maintained Websense security	1,2
17	Public Access Computing	Adaptive Technology and Assistive Devices	Ongoing	A complete upgrade of adaptive services and assistive technology took place at the Central Library in 2013. Technology and technology support purchases included a PC with wide monitor and Windows 7, Zoomtext Reader 10 software and keyboard, Sara Reader, trackball input device, Electric Adjustable table and work surface (versa table).	1,2,5,6
17	Public Access Computing	Fax Services	On Hold		1,2,5
17	Public Access Computing	Specialized Centers (Desktop Publishing, Gaming)	Ongoing	13 new self-check stations were added at 8 libraries (ECFSA Funding)	1,2,5,6
17	Public Access Computing	Non-English PACs	Ongoing	Vufind Catalog offers a variety of foreign language options; RFID Self-Checks provide instructions in Spanish and French	1,2,5
17	Public Access Computing	Digital Content Downloads	Ongoing	See e-Materials (content) Download Services (above)	1,2,5

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18	RFID	Implementations	Ongoing	At the end of 2013, 31 libraries were fully up and running using RFID technologies; 2013 'go-live' libraries included Marilla, Clarence, North Collins, Newstead, Grand Island, Lake Shore and Boston; circulation-only underway at the Eden Library	1,3,6
18	RFID	Automated Return/ AMH	Ongoing	Contract negotiation underway with Bibliotheca for AMH pilot at Audubon Library	1,3,6
18	RFID	RFID RFP	Ongoing	RFP conducted in 2013 with Board-approved awards going to EnvisionWare for ongoing maintenance and support as well as conversion at remaining libraries and Bibliotheca for Automated Materials Handling (AMH); contracts are being developed and targeted for execution in January 2014	1
18	RFID	PDA's and Reports	On Hold		1,3
19	Staff Computing	Desktop Computers	Ongoing	24 staff PCs updated with RFID technology (ECFSA Funds); approximately 75 additional staff computers replaced	2
19	Staff Computing	Laptops, Mobile, Handheld and Smart Devices	On Hold		1,2
19	Staff Computing	CIPA Compliance	Ongoing	Maintained Websense filtering on all staff computers	1,2
19	Staff Computing	Printers, Scanners	Ongoing	New staff printer purchased for the Audubon Library	2
19	Staff Computing	Applications and Software	Ongoing	New DVD/CD Disc Repair equipment purchased for System use	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	Ongoing	New phone system installed at the Merriweather Library, January 2013	1,2
21	Training - Public	Cyber Trains	Ongoing	14 laptops were purchased for cyber trains (public training) at 3 libraries	1,5
21	Training - Public	Training Labs	On Hold		1,5
21	Training - Public	Technology Training - Classes	Ongoing	Central Library Training Lab Staff taught 444 public classes for 3,514 attendees receiving an overall average rating of 4.66 (out of 5)	1,5
21	Training - Public	Technology Training - Alternative	Ongoing	<i>Book a Technology Trainer</i> individual appointments were introduced in April 2013. A grand total of 125 one-on-one sessions were conducted with an overall weighted average of 4.90 (out of 5); 8 new Technology Training handouts were developed and 84 training documents were updated; 12 Instructional Videos were created	1,5
22	Training - Staff	Technology Training - Classes	Ongoing	The Central Library Training Lab staff taught 13 staff classes for 63 participants with an overall average rating of 4.96 (out of 5)	2,4

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22	Training - Staff	Technology Training - Alternative	Ongoing	Beginning September 2013, Manager Director Meetings were audio recorded & archived on the Intranet, along with supporting PowerPoint presentations and copies of the hand-outs/flyers; Central Library Training Lab staff produced two short videos to help staff navigate the NEW Intranet: <b>New Intranet, Part One</b> ( <a href="http://bit.ly/1jhT6zO">http://bit.ly/1jhT6zO</a> ) highlights the layout of the site & the new cart system and <b>New Intranet, Part Two</b> ( <a href="http://bit.ly/19GVQPW">http://bit.ly/19GVQPW</a> ) highlights the directory, forum, & Manager-Director meeting recordings; The Big Blue Button open-source webinar software was developed for use by B&ECPL staff	2,4
22	Training - Staff	Technology Training - Library 2.0	Ongoing	Staff technology training needs survey issued July 2013	2,4
23	Web Sites	Traditional Content	Ongoing	"Open Hours" chart was developed that conveniently displays the operating hours for all library locations open for business on the current day (or six subsequent days) on public website	1,2,3,5
23	Web Sites	e-Content & Training	Ongoing	eContent <a href="http://www.buffalolib.org/content/e-content">http://www.buffalolib.org/content/e-content</a> and Computer Training <a href="http://www.buffalolib.org/content/computer-training">http://www.buffalolib.org/content/computer-training</a> pages maintained and updated on the public website	1,2,3,5
23	Web Sites	Individual Web Page Management	Ongoing	31 libraries are 'live' with web page editing permissions and 2 additional are currently in training	1,2,3,5
23	Web Sites	CMS	Ongoing	Drupal-based Intranet developed for staff use	1,2,3
23	Web Sites	PAC	Ongoing	New faceted open-source Vufind Catalog implemented in beta; remote PIN change implemented	1,2,3,5
23	Web Sites	Link Checkers and HTML Validation	On Hold		1,2,3,5
24	Wireless	Internet Access and Wireless Capacity	Ongoing	Over 25 wireless access points (WAPs) were upgraded	1,2,3,5
24	Wireless	Printing	On Hold		1,2,3,5
24	Wireless	Interface for Mobile, Tablet and/or Smart Devices	Ongoing	Mobile interface developed and deployed for Library website <a href="http://www.buffalolib.org">www.buffalolib.org</a>	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	Expanded public PC capacity at Lancaster Library using wireless technology	1,2,3