IT Roadmap Project Portfolio

Updated 11.19.2019

FY 2019	FY2020	FY2021	FY2022	FY2023

CE — Customer Analytics — Content Marketing and Library Promotion / Awareness Campaign

CX — Semmes Meeting Room Enhancement

CX — Online Chat Support—Complete

CX — Accessibility Assessment of Digital Infrastructure

CE — Hot Spot Lending Pilot

CE — Digital Signage Phase 1 ↔ Digital Signage Phase 2

CX — Laptop Charge/Network Management Carts ↔ Laptop Charge/Network Management Carts Phase 2

TM — Talent Modernization

CX — Self Service Device Expansion (Bond funded)

CX — Incident/Accident Management System

CX — AWE—Bilingual Early Literacy (STEM) Machine Replacement (Ongoing)

CX — Integrated Library Solution (ILS) Replacement

CX — Online Registration and Renewal

CX — Mobile App Replacement

TM — Scheduling Software

CX — Integrated Materials Management System

CE — BiblioCore Discovery Layer—Complete

CX — RFID System Replacement

CX — Print and PC Management System Replacement

CE — Pop-up Library Pilot

CX — Point of Sale System Replacement

CE — Airport Kiosk Replacement

Unfunded

Funded

CE Customer Engagement

CX Customer Experience

TM Talent Modernization