

Journey Ahead: An Inside Look into the Product Roadmap



BiblioCommons Product Leadership



September 21st 2023

Roadmap Themes



Everything Everywhere on Instagram: "The universe is so much bigger than you realize. All eyes on the kaleidoscopic new poster for #EverythingEverywhere, painted by the one and only @JamesJeanArt."
<https://www.instagram.com/p/Cahgc6sOGbp/>



Roadmap Themes for 2023 and 2024



2023 and 2024 feature highlights



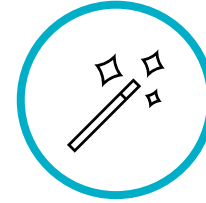
Personal patron experiences

2023

- Accessibility improvements to BiblioCore based on feedback from NNELS
- Multi-accounts, home screen customization, and saved searches on BiblioApps
- My Events on BiblioEvents
- Patron Measurement and Engagement (PME) foundations

2024

- Personalization from explicit signals on BiblioCore, BiblioApps, and BiblioWeb
- PME modeling and white paper



Smart content

2023

- Personalized Promos in BiblioCore for BiblioWeb
- Scheduling for system messages in BiblioCore
- Spotlight templates and card expiry in BiblioWeb
- Content freshness and scheduling in BiblioEmail

2024

- The next generation of Lists in BiblioCore
- Online resources and other BiblioWeb content in BiblioApps

2023 and 2024 feature highlights



Democratize data

2023

- BiblioCommons Analytics Platform (data layer across products) including on BiblioApps
- Explorations, case studies, and Looker data studio reports to drive insights for your library
- Custom reporting through professional services
- Patron Metrics and Engagement (PME) with Founding Partners

2024

- Data meetups and trainings
- Early North Star Partners for PME



Peace of mind

2023

- Continuous improvements to security, stability, and performance
- Ideas portal adoption and iteration
- Release communications improvements
- Usability study on the Partner Portal

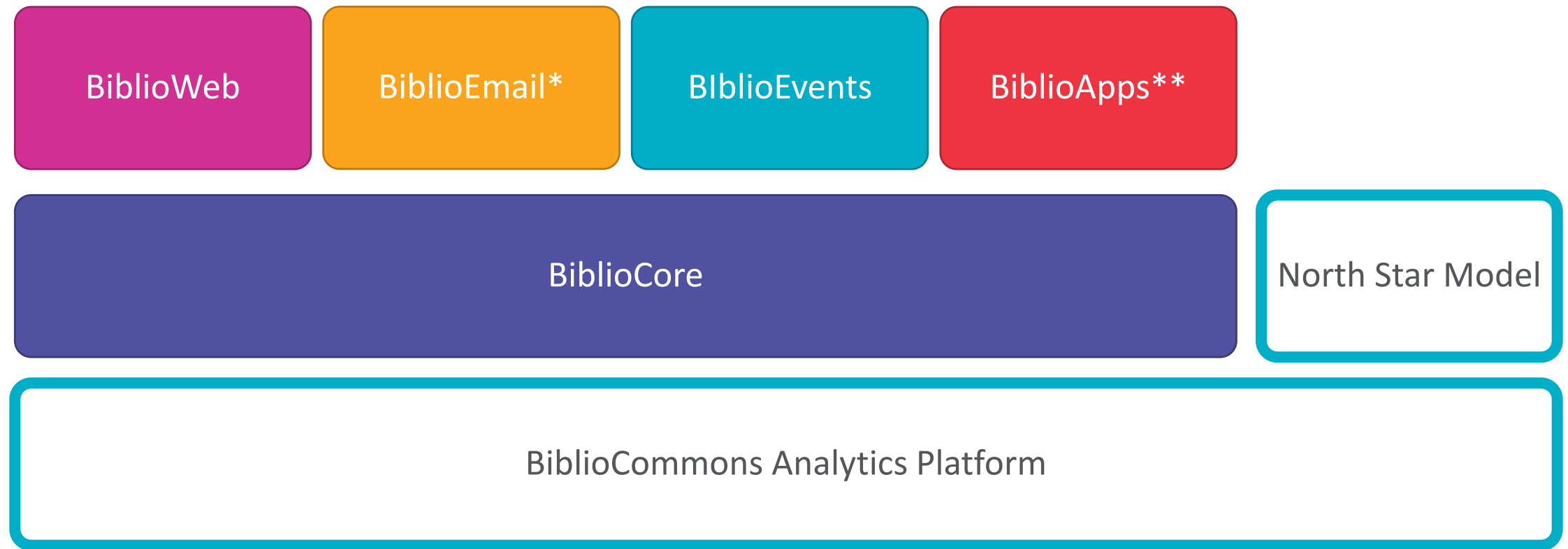
2024

- Ongoing investments in our platform
- Usability improvements to the Partner Portal

Show me the roadmaps!

BiblioCommons Analytics Platform

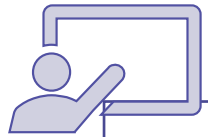
The BiblioCommons Analytics Platform unifies tracking across and between products, and forms the foundation for our North Star Model



*Currently includes email sign-ups and traffic from campaigns, full reporting in Email Manager interface

**Native screen tracking shipping Q4 2023, currently includes webview screens

We want to help you – and your staff – fall in love with your BAP data



Learn together

- More dedicated webinars
- BiblioCon 2023 and beyond
- Meetups and breakout sessions



Build the muscle

- Step-by-step case studies and video tutorials
- Follow along exploration examples
- Consulting hours to kick start your practice
- Experimentation advice



Go further

- Consulting for custom reports
- Strategic and annual report consulting
- Become a Patron Metrics and Engagement Partner to shape the future

BiblioCore



To release

- **Integration with Atlas Systems' Aeon request and workflow management platform**
- **GA4: additional analytics events**
- **Personalized Promotions preview to launch (for libraries with BiblioWeb)**
- Allow users to unregister their account from their account (BiblioApps)
- Core UI changes to support OverDrive and Libby
- Core UI changes to support Axis 360 and Boundless
- Update language used in the 'Share feedback' panel

In preview

- **Increase number of results per page on Search**
- Polaris and Evergreen Connector check out support
- Stat group support for Sierra Connector

Q4 2023 - SHIPPING

In development

- **List Display v2**
- **Staff adding tags from the Bib Page**
- GA4: additional analytics events
- Accessibility and UX improvements
- Integrate Sierra connector with Sierra API for holds functionality
- Integration with Global Payments (for libraries with BiblioFines)

In research

- TLS 1.3 support for Connectors
- **Improved patron landing and browsing experience**

Platform and engineering

- Continuous updates to platform to improve performance, stability, resiliency (including with third-party integrations), and security

Q4 2023 - R & D

Potential items

- Improvements to modelling and display of serial holdings metadata
- Multi-account support
- Export and searching of borrowing history
- Other items will be selected based on data, research, and partner input

POTENTIAL CANDIDATES

A new display for Lists

GENERAL RECOMMENDATIONS

Barbie's Bookshelf for Your Existential Crisis ♡

23 users like this

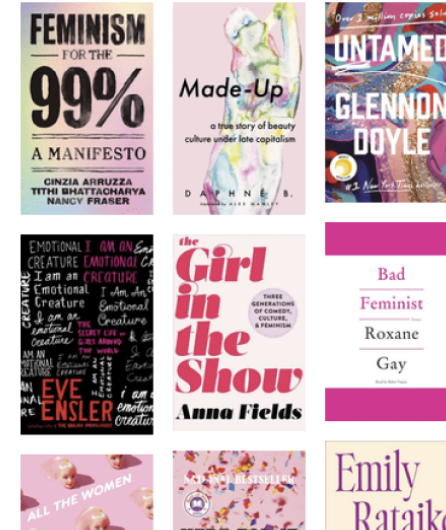
Does Greta Gerwig's "Barbie" movie have you diving into a (Malibu Dream House-sized) pool of questions about gender, feminism, and the entire concept of reality itself? Here's what we think Barbie might recommend from her pink plastic bookshelf.

U

username

STAFF

The Public Library



14 items



Feminism for the 99 Percent



A manifesto
by [Arruzza, Cinzia](#)

This manifesto makes a simple but powerful case: feminism shouldn't start—or stop—with the drive to have women represented at the top of their professions. Feminism must be anticapitalist, eco-socialist and antiracist.

by [username](#)

All copies in use eBook [View all formats \(5\)](#)



Made-up



A True Story of Beauty Culture Under Late Capitalism

B., [Daphné](#)

Can Sephora and anti-capitalist, intersectional feminist politics co-exist? Made-Up explores the complicated world of makeup, from how it's made to how we wear it, talking about gender, identity, capitalism, and pop culture in the process.

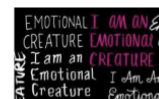
by [username](#)

All copies in use eBook [View all formats \(5\)](#)



Untamed

[Arruzza, Cinzia](#)



I Am An Emotional Creature



The Secret Life of Girls Around the World

BiblioEvents



BiblioEvents

To preview
• **My Events**

Q4 2023 - SHIPPING

In development

- Add attendance registration data to the Events API

In research

- **Printable event brochures for BiblioEvents**
- Automatic registration of waitlisted users

Platform and engineering

- Continuous updates to platform to improve performance, stability, resiliency, and security

Q4 2023 – R & D

Potential items

- Event Display v2
- Collect additional details on event registration
- Support for events simultaneously hosted online and at a branch
- Support for associating online and off-site events with a branch location
- Investigate batch actions for staff event management
- Reporting improvements
- Other items will be selected based on data, research, and partner input

POTENTIAL CANDIDATES

My Events

My Events

Upcoming events

✓ Registered

📅 On waitlist

❌ Canceled

Past events

Event date

☒ All dates

☐ Today

☐ This week

☐ This weekend

☐ Next week

1 to 20 of 190 items

Options ▾

- SEP
20

Watch every episode of House Hunters International

Wednesday, September 20, 2023, 1:00pm–2:00pm

Online event

ALSO REGISTERED FOR

Thu, Sep 21Fri, Sep 22Sat, Sep 23View all dates

Attending ▾

Event series (200 events, 2 attendees)

Cancel registration

Add to Calendar

Apple and Outlook (ICS)

Google Calendar

Outlook.com
- SEP
21

Watch every episode of House Hunters International

Thursday, September 21, 2023, 1:00pm–2:00pm

Online event

ALSO REGISTERED FOR

Wed, Sep 20Fri, Sep 22Sat, Sep 23View all dates
- SEP
22

Watch every episode of House Hunters International

Friday, September 22, 2023, 1:00pm–2:00pm

Online event

ALSO REGISTERED FOR

Wed, Sep 20Thu, Sep 21Sat, Sep 23View all dates

Attending ▾
- SEP
23


Watch every episode of House Hunters International

Saturday, September 23, 2023, 1:00pm–2:00pm

Online event

Attending ▾

Future improvements!

- **I'm interested:** users can save an event for later without needing to register or waitlist 
- Collecting feedback from users about events they attend ★ ★ ★ ★ ★
- A place to present event recommendations

BiblioApps



Shipping:

[Release Nov 2023]

- Saved searches
- Patron ability to customize home screen
- GA4 critical events

In Preview:

- *Ability to highlight eResource collection, blogs and news (for BiblioWeb libraries)

Q4 2023 - SHIPPING

In Development:

- Improved analytics for GA4
- 'What did you think of' / rating and reviewing shelf items
- Multi-account functionality for Checkout
- Workaround for short range distance focus issue for iPhone 14 Pro
- Set support for Checkout with RFID

In Research:

- Reading recommendations based on shelf items
- Allow individual users to opt-out of multi-accounts
- Integration with Apple Wallet

Platform and engineering

- Continuous updates to platform to improve performance, stability, resiliency, and security

Q4 2023- R & D

Potential items:

- Analytics cont'd
- Giving users basic filtering options
- Improving browsing experiences
- Multitenant support
- Other items will be selected based on data, research and partner input

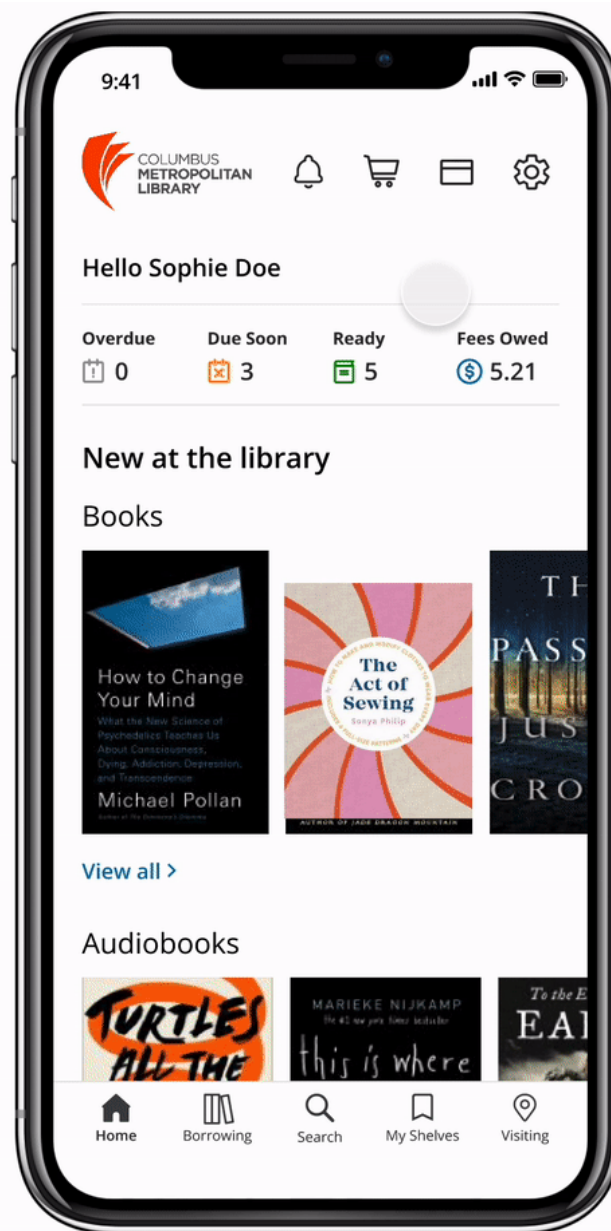
Q1 2024 – POTENTIAL
CANDIDATES

Highlight: Home screen Customization



Highlight: Multi-Accounts

aka the #1 most requested feature of BiblioApps



BiblioWeb

QUARTERLY PRODUCT ROADMAP



BiblioWeb

To Release

- *Personalized Promotions
- *Blogs more like this feeds
- *Spotlight Library Templates (set #2)
- A11y: Language metatag for Pages & Blog Posts

In Preview

- *Card expiry
- Bulk editing improvements
- Pixelation Issue Fix
- New Horizontal Card Crop

Q4 2023 - SHIPPING

In Development

- GA4 enrichment & fixes (incl. content grouping)
- Spotlight Library Templates (set #3)
- Closure display improvements

In Research

- BiblioWeb for Consortia
- Design Sprint: Personalization
- Language support

Platform and engineering

- Continuous updates to platform to improve performance, stability, resiliency, and security

Q4 2023 – R & D

Potential Items

- Discovery: Homepage Engagement
- 2FA
- ARIA Labels for Buttons and Banner
- TikTok icon for Footers
- Event card status
- UX: mobile improvements
- Other items will be selected based on data, research and partner input

POTENTIAL CANDIDATES



Personalized Promotions

- 8 libraries are now live!
- **Want to launch it?**
Contact
tim@bibliocommons.com
- **Want to get ready:**
[Preparing for Personalized Promotions](#)

The screenshot displays the Arapahoe Libraries website interface. At the top, there's a navigation bar with links for English, Hours & Locations, Help, Admin, and a user profile for 'timlet'. Below this is a search bar with the text 'Search the Catalog by Keyword barbie'. The main content area shows the results for the keyword search 'barbie'. On the left, there's a sidebar with filters for 'Available Now', 'Format' (Books, Audiobooks, Movies & TV, Music & Sound, Magazines & Newspapers, Accessible Formats), 'New at the library...', 'Titles I can...', 'Content', 'Audience', and 'Form/Genre'. The main results area shows three items: 'Barbie' (Blu-ray Disc - 2023), 'Barbie' (DVD - 2023), and 'Barbie' (The Album - Music CD - 2023). Each item has a 'Place hold' button and a 'For Later' button. There's also a blog post titled 'It's a Barbie World' and a section for 'Barbie Star Light Adventure' (DVD - 2022).

English ▾ Hours & Locations ▾ Help ▾ Admin ▾ T timlet ▾

ARAPAHOE LIBRARIES

Search the Catalog by Keyword barbie X Q

Saved Searches Advanced Search

Browse the Library ▾ Services ▾ Research ▾ Spaces ▾ Chat With Us ▾ Events

Keyword search: **barbie** Save search

Broaden search ⓘ Search other resources ▾

Filter your results by...

Available Now ▾

Format

Books

☐ eBook (84)

☐ Book (34)

☐ Downloadable Graphic Novel (1)

☐ Large Print (1)

Audiobooks

☐ Streaming Audiobook (7)

☐ Downloadable Audiobook (2)

☐ Preloaded Audiobook (1)

Movies & TV

☐ DVD (35)

☐ Streaming Video (34)

☐ Blu-ray Disc (2)

Music & Sound

☐ Music CD (4)

Magazines & Newspapers

☐ Online Magazine (3)

Accessible Formats

☐ Large Print (1)

New at the library... ▾

Titles I can... ▾

Content ▾

Audience ▾

Form/Genre ▾

Sort by: Relevance ▾

1 to 10 of 193 results < >

Barbie

Blu-ray Disc - 2023

On order View location availability

Holds: 95 on 10 copies

Place hold

For Later ▾

Barbie

DVD - 2023

On order View location availability

Holds: 111 on 10 copies

Place hold

For Later ▾

Barbie

The Album

Music CD - 2023

CD SOUNDTRACKS BARBIE

All copies in use View location availability

Holds: 17 on 10 copies

Place hold

For Later ▾

Barbie

It's a Barbie World

Barbie started as a fashion doll but has become an icon for so much more. Read up on fun facts and recommendations on all things Barbie.

Why am I seeing this?

Barbie

Star Light Adventure

★★★★☆

DVD - 2022

DVD J BARBIE

All copies in use View location availability

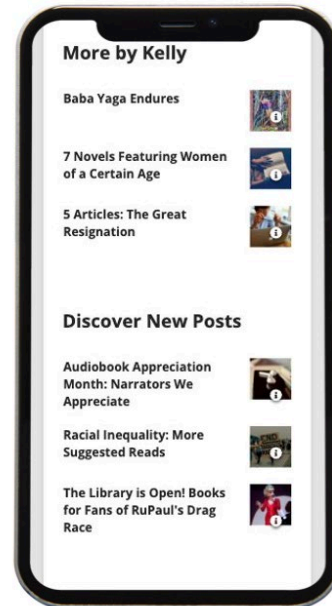
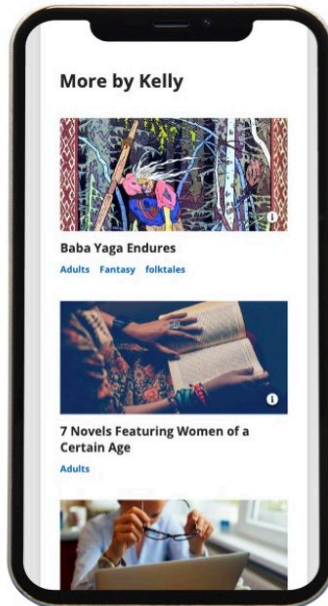
Holds: 0 on 5 copies

Place hold

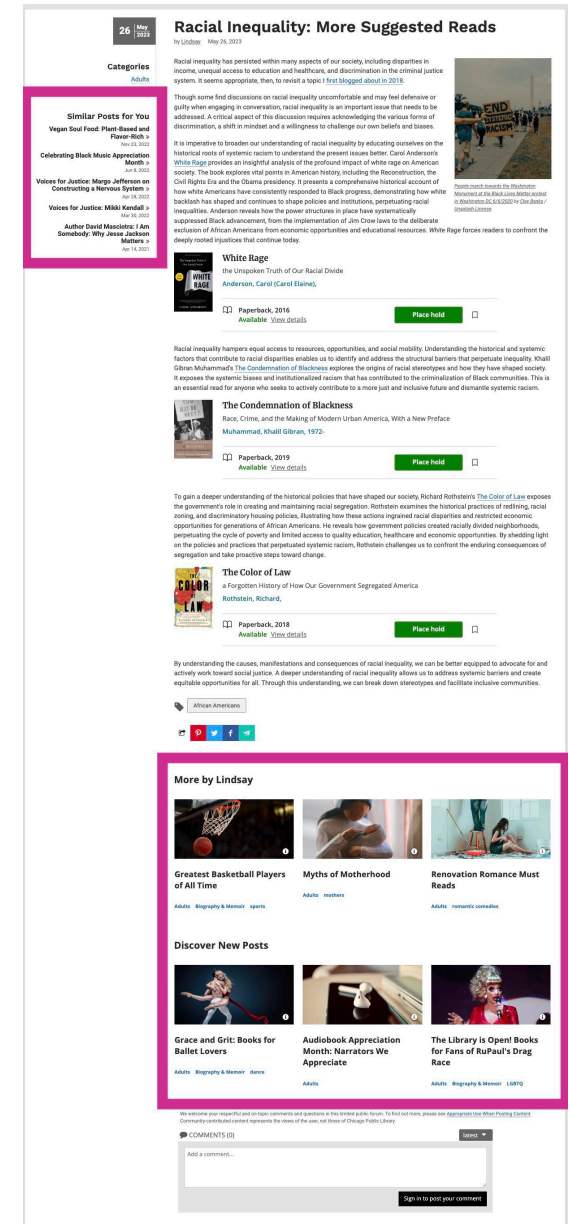
For Later ▾

A/B Test Results: Blogs More Like This

- 4 Tests
- 3 desktop, 1 mobile
- Winner = 2.8% CTR (vs production = 1.0%)



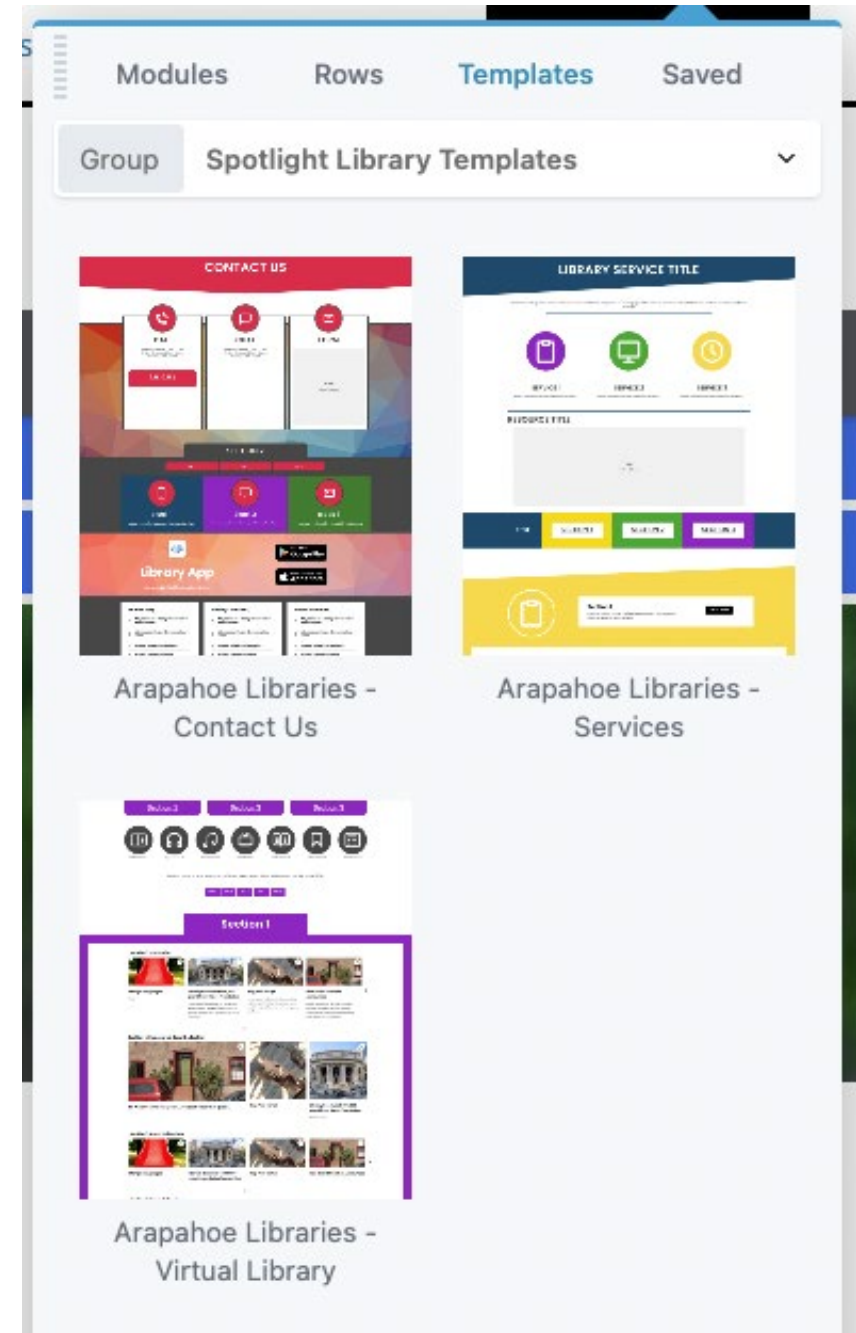
Increase of
180%



Spotlight Library Program

- Partner-created pages, transformed into templates for all libraries to use
- Templates are pared back to their essential layout
- Full review of responsive & accessibility
- Templates save staff time!

New article: [Template Designs from Arapahoe Libraries](#)



BiblioEmail



BiblioEmail

To Release

- New Contact fields: library card expiry date, last 4-digits of library card
- Support for Custom Fields

In Preview:

- *Card expiry

Q4 2023- SHIPPING

In Development:

- Regular Security Update Process

In Research:

- Email Manager upgrade (Mautic 5)
- Ability for staff to set a shorter email send window

Platform and engineering

- Continuous updates to platform to improve performance, stability, resiliency, and security

Q4 2023 – R & D

Potential Items

- Personalization: Event Widget
- Change colour of visual on Sign-up page
- Privacy: remove unused identifiable information fields
- Update New Contact campaign
- Out-of-the-box segments
- New reports
- Additional drip campaigns
- Other items will be selected based on data, research and partner input

POTENTIAL CANDIDATES

Features that give you peace of mind



Card Expiry

Expiry options

- ☐ Card does not expire
- ☒ Unpublish card after expiry date
- ☐ Delete card after expiry date

Select Expiry

October 1, 2020



Smart Email Scheduling with Content Freshness

A screenshot of a user interface for email scheduling. It features a 'Timeliness' dropdown menu, a section for 'Events Starting' with a help icon, and a date selector showing '4 days after send date' with a dropdown arrow.

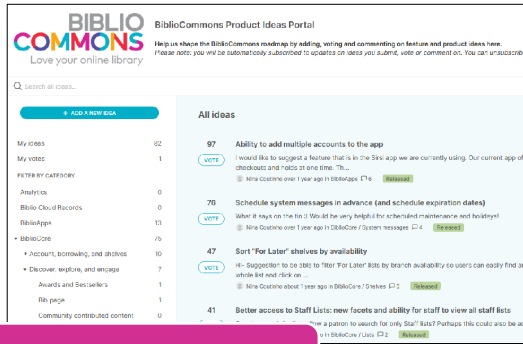
▼ Timeliness

Events Starting ?

4 days after send date ▼

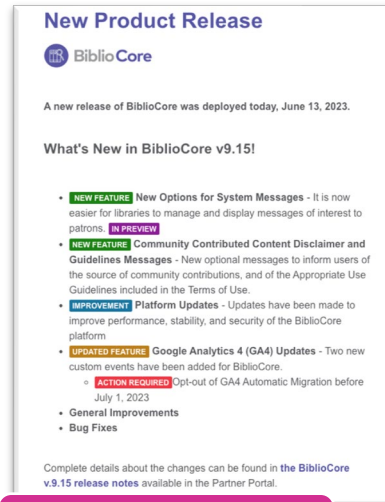
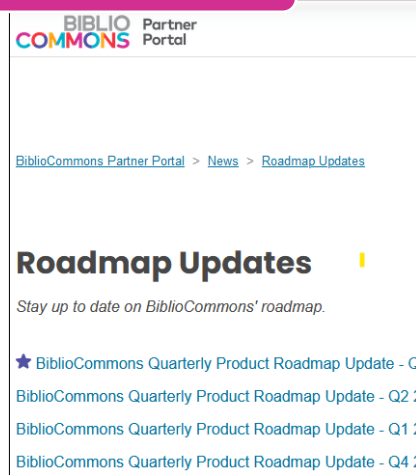
Product Communications

Goal: Better engage and communicate with libraries at every stage from idea creation to release and beyond



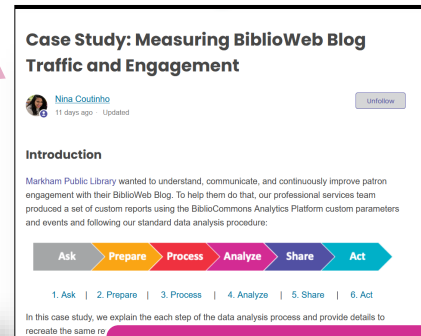
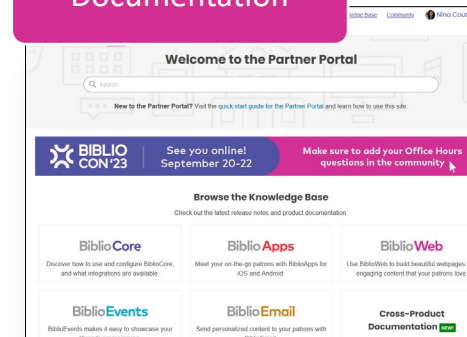
Ideas Portal

Quarterly Roadmaps



Release Communications and Newsletters


Partner Portal Documentation



Case Studies, Webinars, Trainings, Suggestions

Ideas portal - keep those ideas coming and we'll keep shipping the solutions





BIBLIO COMMONS
Love your online library

BiblioCommons Product Ideas Portal

Help us shape the BiblioCommons roadmap by adding, voting and commenting on feature and product ideas here.
Please note: you will be automatically subscribed to updates on ideas you submit, vote or comment on. You can unsubscribe from emails at any time.

Q Search all ideas...

+ ADD A NEW IDEA

My ideas82

My votes1

FILTER BY CATEGORY

Analytics0

Biblio Cloud Records0

BiblioApps13

▼ BiblioCore75

- ▶ Account, borrowing, and shelves10
- ▼ Discover, explore, and engage7
 - Awards and Bestsellers1
 - Rib page1
 - Community contributed content0
 - Lists3

All ideas

Sort by: Popular ▼ Status: Released ▼

Showing 93

97

VOTE

Ability to add multiple accounts to the app

I would like to suggest a feature that is in the Sirsi app we are currently using. Our current app offers guests the opportunity to add multiple cards. So, a parent can add their children's cards and see all the checkouts and holds at one time. Th...

Nina Coutinho over 1 year ago in BiblioApps 6

Released

76

VOTE

Schedule system messages in advance (and schedule expiration dates)

What it says on the tin :) Would be very helpful for scheduled maintenance and holidays!

Nina Coutinho over 1 year ago in BiblioCore / System messages 4

Released

47

VOTE

Sort "For Later" shelves by availability

Hi- Suggestion to be able to filter "For Later" lists by branch availability so users can easily find and borrow multiple titles from their "for later" lists when visiting a branch instead of having to scroll through their whole list and click on ...

Nina Coutinho about 1 year ago in BiblioCore / Shelves 0

Released

41

VOTE

Better access to Staff Lists: new facets and ability for staff to view all staff lists

Can the search for lists allow a patron to search for only Staff lists? Perhaps this could also be achieved by providing a facet for list-search results that allows limiting to Staff-lists.

Nina Coutinho over 1 year ago in BiblioCore / Lists 2

Released

Quarterly Roadmap Articles: deliver a detailed view on what we're working on each quarter



BIBLIO COMMONS Partner Portal [Knowledge Base](#) [Community](#)

[BiblioCommons Partner Portal](#) > [News](#) > [Roadmap Updates](#)

Roadmap Updates

Stay up to date on BiblioCommons' roadmap.

★ [BiblioCommons Quarterly Product Roadmap Update - Q3 2023](#)

[BiblioCommons Quarterly Product Roadmap Update - Q2 2023](#)

[BiblioCommons Quarterly Product Roadmap Update - Q1 2023](#)

[BiblioCommons Quarterly Product Roadmap Update - Q4 2022](#)

[Follow](#)

Hit the “Follow” button to get updates on the New Articles (released each quarter)

BiblioApps	
Please see BiblioApps Release Notes for details on items shipped to date	
Q3 Shipping	<p>[Release Sept 2023]</p> <ul style="list-style-type: none">• Ability to search events• Display BiblioApps version number
Q3 Preview	<ul style="list-style-type: none">• Ability to highlight eResource collection more (for BiblioWeb libraries)
Q3 Development	<ul style="list-style-type: none">• BiblioCommons Analytics Platform - analytics for native app screens• Saved searches for BiblioApps• Ability to highlight Blogs and News (for BiblioWeb libraries)• Ability for patrons to customize the home screen• Adding comments call to action on the My Shelves screen• Updating title cards to increase engagement• Multi-account functionality for Checkout• Improvements to barcode scanning for users with iPhone Pro• Additional accessibility and UX improvements• Platform investments, security updates and improvements
Q3 Research	<ul style="list-style-type: none">• Updated landing and browsing experience• Multi-library (multi-tenant) apps• Allow individual users to opt-out of multi-account functionality in the app

Release communications improvements: improve scanability and connections to Ideas



New Product Release



A new release of BiblioCore was deployed today, June 13, 2023.

What's New in BiblioCore v9.15!

- **NEW FEATURE** **New Options for System Messages** - It is now easier for libraries to manage and display messages of interest to patrons. **IN PREVIEW**
- **NEW FEATURE** **Community Contributed Content Disclaimer and Guidelines Messages** - New optional messages to inform users of the source of community contributions, and of the Appropriate Use Guidelines included in the Terms of Use.
- **IMPROVEMENT** **Platform Updates** - Updates have been made to improve performance, stability, and security of the BiblioCore platform
- **UPDATED FEATURE** **Google Analytics 4 (GA4) Updates** - Two new custom events have been added for BiblioCore.
 - **ACTION REQUIRED** Opt-out of GA4 Automatic Migration before July 1, 2023
- **General Improvements**
- **Bug Fixes**

Complete details about the changes can be found in [the BiblioCore v.9.15 release notes](#) available in the Partner Portal.

New Options for System Messages **NEW FEATURE** **IN PREVIEW**

This release includes improvements to System Messages, making it easier for libraries to manage and display messages of interest to their community.

PARTNER SUGGESTION This feature was a highly upvoted suggestions in the BiblioCommons Product Ideas Portal: [Schedule system messages in advance \(and schedule expiration dates\)](#)

Two new features have been added:

- the ability to schedule a system message for display at a future date and time, and
- the ability to disable a system message without deleting it.

New options for System Messages will be available to preview libraries from this BiblioCore release. It will be enabled for all libraries following a future announcement.

Scheduled and Disabled System Messages

When creating or editing a system message, staff will be able to choose from three message states: enabled, scheduled, or disabled.

State

Messages will begin to display at—or shortly after—the scheduled 'from' time and date. They will be removed from the system shortly after—the scheduled 'until' time and date.

Current time zone

America/Toronto

From

Display message after _____

Partner Portal: usability study to improve information architecture, search results and more



A screenshot of a web browser displaying the 'BIBLIO Commons Partner Portal'. The page title is 'BIBLIO Commons Partner Portal'. The main content area shows an article titled 'BIBLIOCore: About the Recent Activity Page' by Tim Gordon, updated 19 days ago. The article includes an 'Overview' section and a list of links under 'In this Article'. A task overlay is visible on the right side of the page, titled 'Task 2 / 4', with a scenario description and 'Hide Task' and 'Complete' buttons. A sidebar on the right shows a task list with timestamps and 'Pass'/'Fail' status indicators. The bottom of the screen shows a Windows taskbar with a video player interface.

Product documentation and training: more examples, step-by-step and video training – especially for analytics



Articles in this section

Analytics: Adding Parameters as Custom Dimensions for Use in Reports or Explorations

Analytics: Explorations -

Analytics: Explorations – Usage of BiblioCore by Language



[Tim Gordon](#)

2 months ago · Updated

Follow

Overview

BiblioCore can be offered in up to ten languages. This article outlines how to create GA4 exploration to review the usage of BiblioCore in any given language.

In this Article

- [Before You Begin](#)
- [Usage of BiblioCore by Language](#)
- [Frequently Asked Questions](#)
- [Related Content](#)

Before You Begin

Before you begin, you will need to read and complete tasks on the following articles.

Case Study: Measuring BiblioWeb Blog Traffic and Engagement



[Nina Coutinho](#)

11 days ago · Updated

Unfollow

Introduction

Markham Public Library wanted to understand, communicate, and continuously improve patron engagement with their BiblioWeb Blog. To help them do that, our professional services team produced a set of custom reports using the BiblioCommons Analytics Platform custom parameters and events and following our standard data analysis procedure:



1. Ask | 2. Prepare | 3. Process | 4. Analyze | 5. Share | 6. Act

In this case study, we explain the each step of the data analysis process and provide details to recreate the same report.

Need to Know About Google Analytics 4



OUR VISION

Public libraries and BiblioCommons will cultivate and sustain **sticky, engaged patrons** empowered by a best-in-class, privacy-first **shared North Star, data team, and tools.**

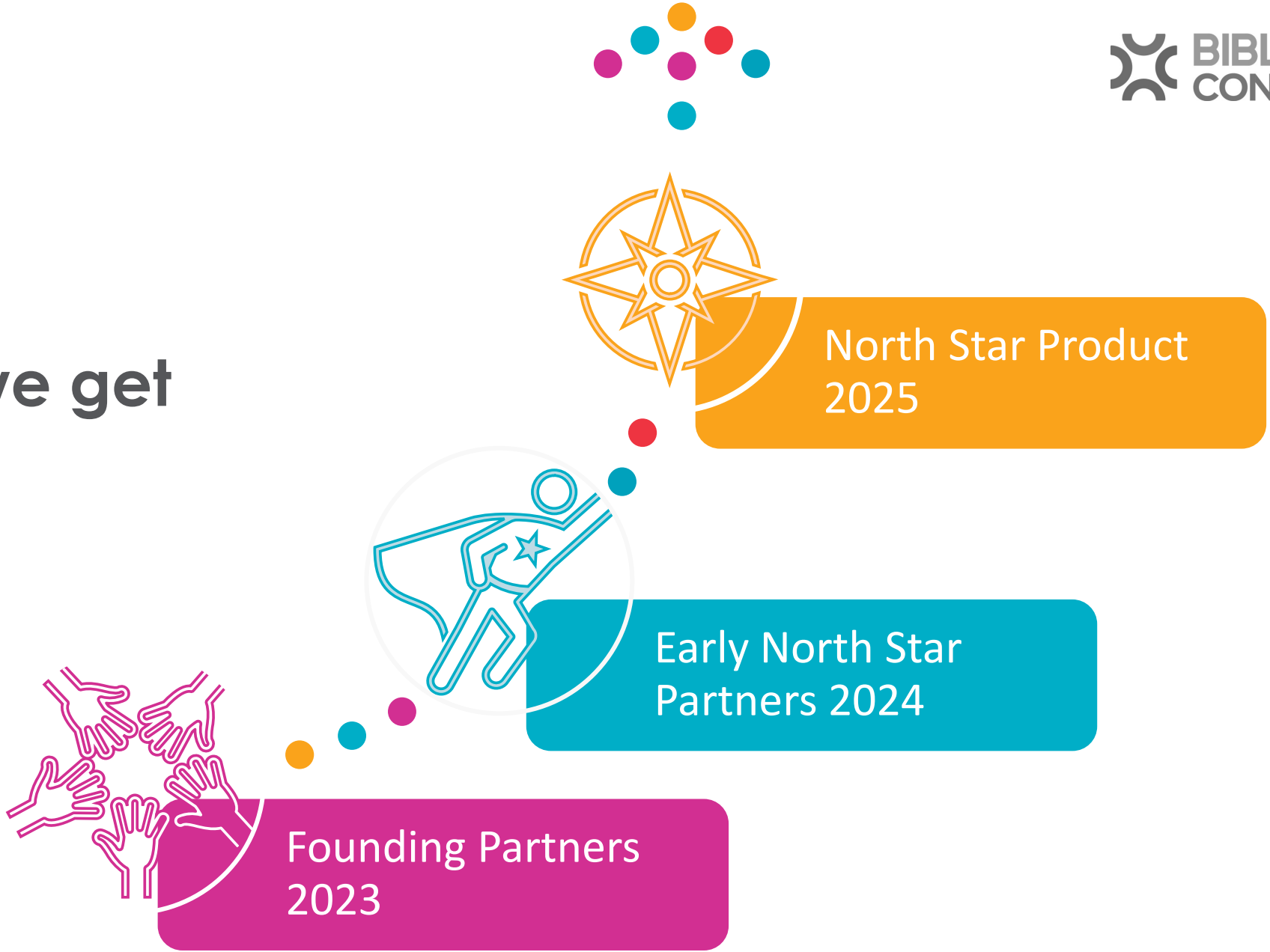


Patron Metrics and Engagement (PME)

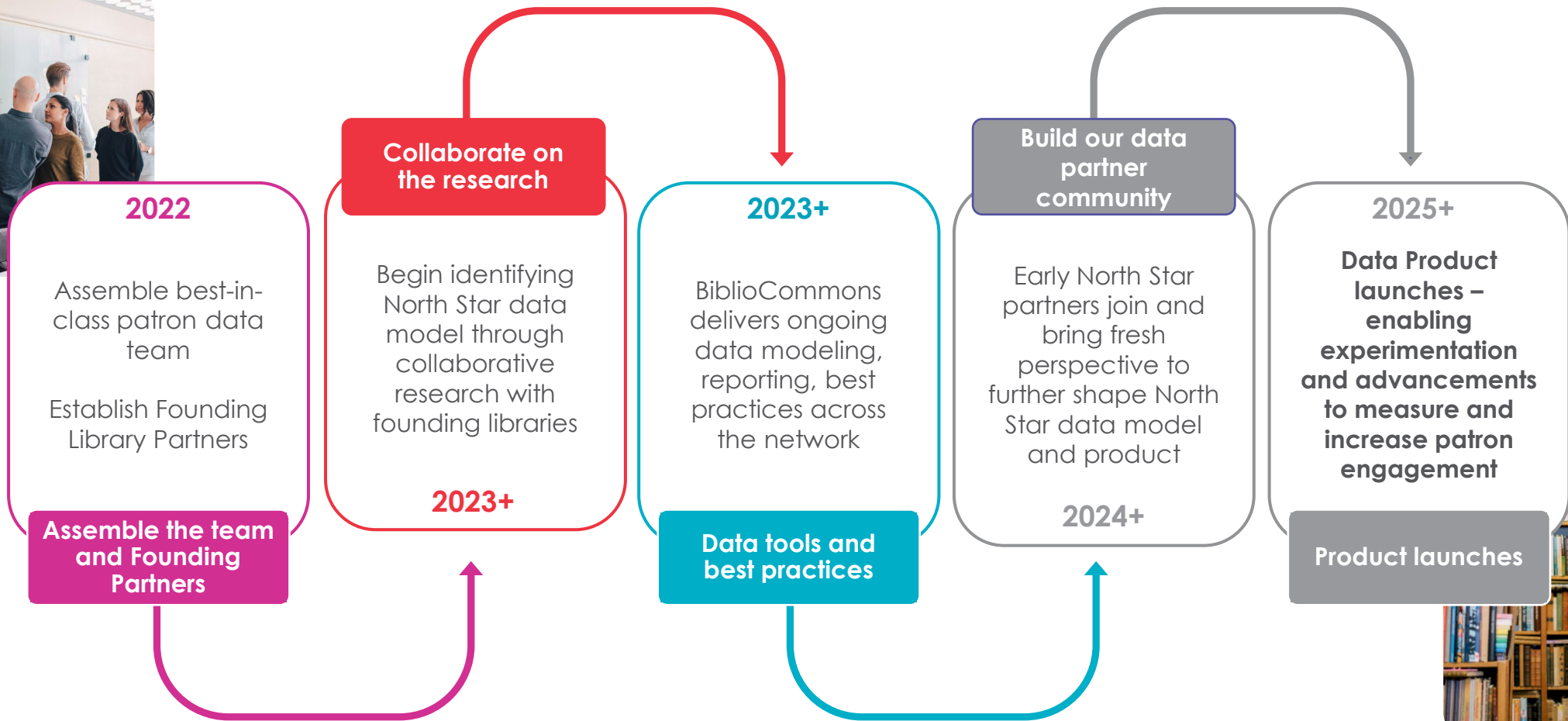
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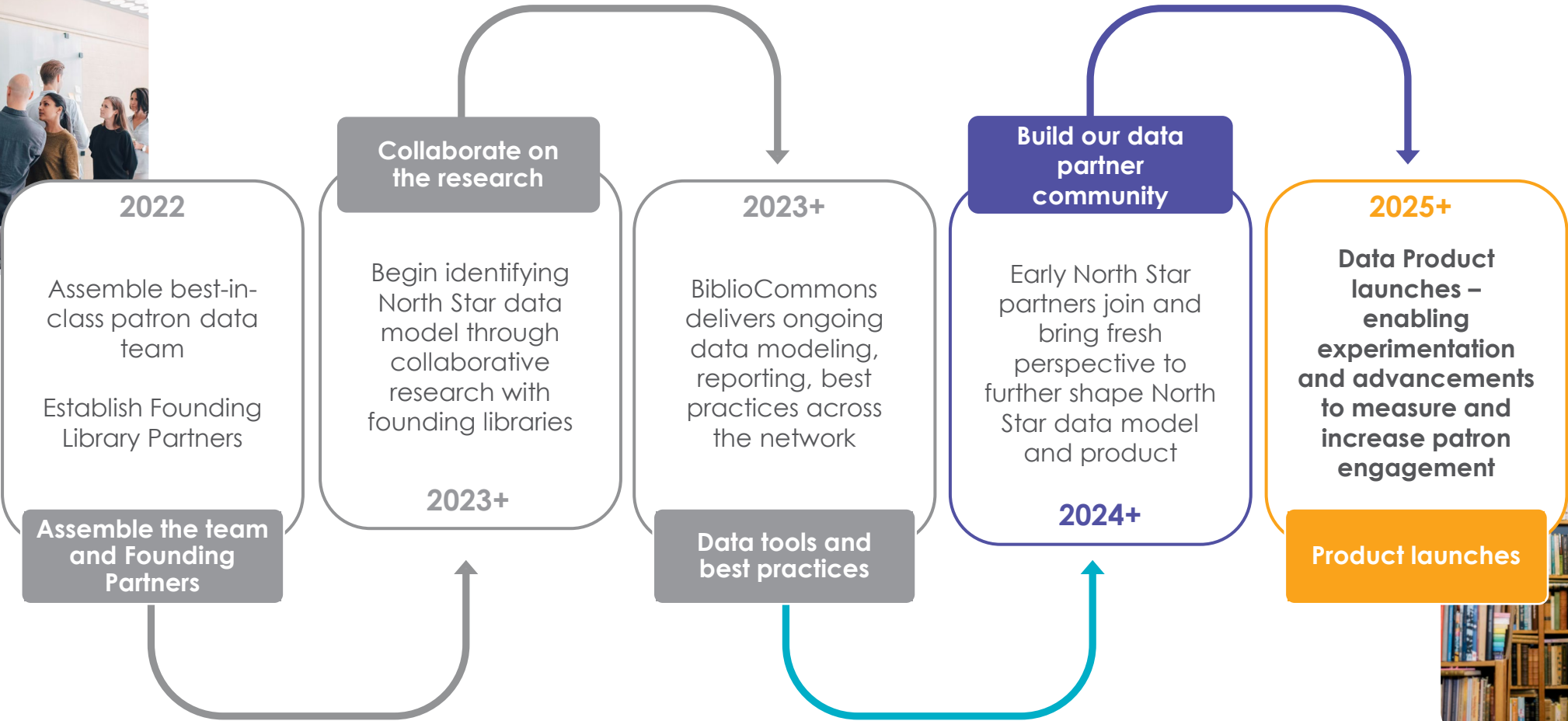
How will we get
there?



PATRON METRICS AND ENGAGEMENT ACROSS THE NETWORK AND OUR PRODUCT SUITE



PATRON METRICS AND ENGAGEMENT ACROSS THE NETWORK AND OUR PRODUCT SUITE

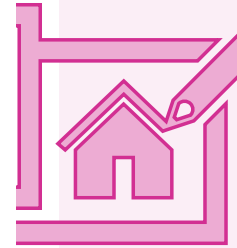


Benefits of becoming an Early North Star partner – contact your CS rep for more information



Lead the way

- Our data-forward partners showcase and use data to drive real insight and change in their systems
- Great model for new-to-data libraries



Shape the product

- Partner libraries are helping us determine the right North Star, supporting metrics, offline data, benchmarking criteria etc...
- Make sure your library's needs are well-represented



Connect with the community

- Connect on a regular basis with data leaders from libraries across the network and the world
- Share a data language and metrics – in real time – to compare and experiment together

Thank You!