

Project Proposal: Intranet Replacement for MyBCCLS - 2022 - 2024
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Current Solution:

Background: MyBCCLS is the replacement product for the BCCLS Staff Site. It was designed using WordPress and various plugins to accomplish a staff intranet site to contain group and committee communications, staff directories, a knowledge base, and custom tools such as weather alerts, library calendars, job pool and salary survey. Additional features planned to be added include a training platform.

Challenges: The launch of MyBCCLS has not been without challenges. As the platform's number of registered users grew, performance issues became prevalent. We understand the incredible frustration that occurs when MyBCCLS is unavailable, particularly during times of emergencies or closings when library information can't be readily updated. In troubleshooting these outages, we had identified several problems and enhancements to help ensure this platform stays reliable and available. Through testing of these enhancements and changes, there remained performance issues and stability problems.

Goals: With a large system of member libraries, BCCLS is looking to replace the homegrown intranet built on Wordpress (MyBCCLS) with a more scalable solution built to better leverage our Google Workspace.

This would allow BCCLS to more easily distribute content (via Google Groups), consolidate disparate information silos, and increase discoverability across the organization (both in terms of content and for internal stakeholders)

- Upgrade current homegrown Wordpress Intranet (My BCCLS)
- Leverage existing Google Workspace infrastructure
- Integrate with Google Drive and easily leverage this content, consolidating information from disparate places into a single source of truth
- Reduce manual upkeep allowing for more efficient workflow
- Better handling of fluctuating employees and related permissions/provisioning
- Automate access to areas of the platform/communication with Google Groups
- Increase discoverability across Google and Intranet solution
- Simple search feature across entire platform

Options:

Several options were evaluated with the following rubric. Options are arranged from best to worst (left to right, accordingly) and color coded (green = good, orange = caution, red = bad). Overall thoughts are at the bottom of the table.

	Happeo	MangoApps	Simplr
Direct Integration with Google Workspace	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Multi-domain support	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Access platform through custom URL	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
High uptime SLA	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
View and embed Google Files, Calendars, Forms, and Emails	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Edit Google Files, Calendars, Forms, and Emails within platform	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Use Search to find content, pages, channels, G Drive, Gmail, Calendar and People	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage file permissions with Google Groups or selected platform	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
User-specific design	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Share content across platform based on user permissions/subscriptions	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Collaborative workspaces, sharing of files and document co-editing	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Allow libraries to manage content	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Connect with colleagues	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Branded mobile app	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

API access	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Analytics: track adoption and user engagement	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Branding and theming	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Launch third-party applications directly from platform	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Learning management system	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Total project cost	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recurring costs	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall thoughts	<p>Solution provides the deepest integration with Google Workspace (GSuite) compared to other vendor's products. Additionally, their sales team created an entire proposal for their solution taking into account our existing MyBCCLS product and what it currently offers. Pricing was heavily discounted for non-profit and</p>	<p>Solution is very flexible but overall looks dated. Had optional learning management system (LMS) for an extra fee. Integration with Google was questionable and content could be stored within MangoApps or GSuite and could result in content stored in multiple locations causing a more complex system to support.</p>	<p>Proposal was overall lackluster, the company did not take into account our current needs and product cost was highest of the three options with no discounts available.</p>

	additional concessions were made to get us as their first library customer.		
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Proposed Solution/Cost:

The recommended solution is from Happeo due to the deep integration with Google Workspace (formerly GSuite). We would be able to leverage both non-profit pricing and an increased initial discount phase-in offer to launch the product with minimal impact to the BCCLS budget.

Costs:

Year 1 - \$20,000 plus \$8,000 implementation and onboarding fee (600 users max)

Year 2 - \$40,000 (1,200 users max)

Year 3 and on - \$60,000 (1,600 users max)

Each additional user would be priced at \$3.12 for any users over 1,600, but restrictions are in place to allow us control over any accounts that get added over the 1,600 to avoid an increasing bill.

Steps Involved to Implement (Timeline):

- Phase 1, 2022: 600 accounts allowed access.
 - Months 1-2: Setup with Happeo
 - Months 3-4: Directors onboarding
 - Months 5-8: Committee member onboarding
 - Months 9-12: Departmental onboarding and MyBCCLS going away
- Phase 2, 2023: 1,200 accounts allowed access.
- Phase 3, 2024: 1,600 accounts allowed access.

Options for implementation:

Directors Select

- 77 directors
- 13 BCCLS office
- approximately 6-7 additional accounts per library

Directors & Circ

- 77 Directors
- 84 Circ accounts (or other shared library account)
- 13 BCCLS office
- approximately 5-6 additional accounts per library

Committee Chairs Plus Directors & Circ

- 77 directors
- 84 Circ accounts (or other shared library account)
- 13 BCCLS office

- 20 Committee work accounts
- approximately 5 additional accounts per library

***Full Committee Plus**

- 77 directors
- 84 Circ accounts (or other shared library account)
- 13 BCCLS office
- 20 Committee work accounts
- 216 committee members
- approximately 2 additional accounts per library