

BC Libraries Co-op CONFIDENTIAL Operational Report for the period April 1, 2017 through April 30, 2017

	Theme	ACTION	Status	Deliverable(s)
Completed?	Consulting			
x		Software development consulting	Completed	Business case analysis and market awareness investigation with 1 BC knoweldge sector member; work completed in January
	Digitization			
x		West Beyond the West Portal (WBTW)	Completed	WBTW portal decommissioned after many years of service. Archive of virtual machine kept for posterity
		(BC) Provincial Digital Library (PDL)	Ongoing	The Co-op (Ben) sits on the PDL planning group. Bi-weekly tasks associated. <i>Hyman retainer</i>
		Digitization service proposal	Ongoing	In parallel with the BC PDL, the Co-op continues discussions focussed on a low-cost digitization service for smaller / rural / remote members in consultation with the Irving K Barner Learning Centre (UBC), BCELN and Libraries Branch, Ministry of Education. <i>Hyman retainer</i>
	Finance/Legal			
		Value / Quantitative / Qualitative indicators	Completed	The Co-op retained Ference & Co to assist with this BC Ministry of Education funded review/expectation. This report is now complete and available for Board review.
		Finance Sub Committee Regular updates/meetings	Ongoing	Regular monthly schedule
	Governance			
		Board meetings	Ongoing	Regular schedule
		Governance Sub Committee	Ongoing	Regular schedule
	Imaginebc.ca			
x		Second Year award	Completed	On March 23, we announced that the Downtown Eastside (Vancouver) Literacy Roundtable's LinkVan proposal is being funded by the ImagineBC partners this year. Some recent media about their work is available here: http://www.metronews.ca/news/vancouver/2016/02/08/dtes-app-bridges-social-service-information-gap.html
		Program review	Ongoing	Discussion with partners (Irving K Barber Learning Centre & Simon Fraser University Library) pending
	Incubation			
		Geo-collection mapping	Ongoing	Exploring conceptual development & possible applications for library collection geo-mapping in partnership with other agencies; UrbanOpus leading conceptualization and consultation phase and now proposed a \$175K ask for the next phase. Liaising with partners.
	LibPress & Web Design & Hosting			
x		Hosting & web support	Completed & Ongoing	Launched new VM for Penticton Public Library website hosting
x		Hosting & web support	Completed & Ongoing	Migrated PLSB Commons site to Co-op managed servers. Continued management of service contract with external developers.

		LibPress Implementation	Ongoing	45 BC libraries, 5 federations, 7 MB library now live on LibPress; 4 new libraries in the pipeline
		Libpress Implementation	Ongoing	French Libpress framework completed; 2 existing libraries have now launched as bilingual sites, 2 more new ones in the works
		Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
	Librarytoolshed.ca			
x		Expansion to include exemplary Program info	Completed & Ongoing	"Exemplary Library Programs" functionality launched into production January 6.
x		Expansion to include Conference Presentations	Completed & Ongoing	"Conference Presentation" functionality launched mid-April, used by AB, BC, MB provincial conferences to share presentations
		Redesign Project	Ongoing	New site design launch May 12.
		Content growth & community participation	Ongoing	Quarterly Co-op facilitated calls with 4-Province committee
	Licensing - BC & Manitoba Licensing Consortium Inc (MLCI)			
x		(BC) Association of BC Book Publishers & BC Books Online	Completed & Ongoing	Continuing to promote the BC book publishers newsletter to interested libraries; exploring opportunities to cross-promote & access ABPBC titles.
x		(BC) Authentication Support	Completed	KAPA authentication service for Overdrive fully migrated to Coop infrastructure
		(BC) Authentication Support	Ongoing	Implementing EZProxy service for Columbia Bible College, go live later in May
		(BC) Authentication Support	Completed	Ported ezProxy server to provide access to Queen's Printers resources from PLSB hosted servers to Co-op managed ones
x		(BC) New LBFG Chair	Completed & Ongoing	LBFG Meeting held May 4, 2017.
x		(BC) Year end renewal push	Completed	Year end renewal process complete.
		(BC) Authentication Support	Ongoing	Quotes provided to 4 new post-secs for ezProxy hosting
		(BC) Licensing BFG Meeting	Ongoing	Next LBFG Meeting scheduled for July 6 2017
		(BC) New product evaluation & pricing	Ongoing	New products for LBFG: Webinar and trial available for Metrix Learning (online courseware). Working group continues to investigate eBook platforms and self-publishing options, looking at Cloud Library, Cantook station, Odilo and potential Coop hosted custom solution. eBook working group also outlined ideal license model for eBooks - particularly if we engage BC Publishers. In discussion with the NFB about remote access to a subset of content they offer, currently they have no technical solution. Two new subscribers to Lynda.com.
		(BC) Authentication Support	Ongoing	Discussion continues re: Co-op taking on authentication support for Overdrive (and possibly Zinio/OneClick and Archambault French eBooks - delayed by vendor, dates uncertain)

		(MLCI) New product evaluation & pricing	Ongoing	Third intake communications for Zinio and OneClick went out to MB non-subscribing libraries to start July 1, 2017. Second round of Manitoba Zinio libraries launched January 3, 2017. Also included the launch of Oneclick Digital for MB public libraries. Training webinar completed on March 16th with a follow-up one on March 30th.
		(MLCI) New product offer communciations	Ongoing	EBSCO Western Canada eBook offer sent to libraries via MLCI group on website.
		(BC) BC Books and Self Publishing platform	Ongoing	Investigating the 5 vendors of Odilo, Biblioboard, Cantook Station, Bibliotheca Cloud and Overdrive as well as potential for building our own in-house open source platform. Working group established to investigate options and make recommendations. Working group met before last LBFG meeting on May 4; working on getting ball park pricing from vendors. We have a list of requirements and nice-to-have features for platform functionality and support. We are also doing preliminary talks with Association of BC Book Publishers, vendors, other similar projects in the States and Australia and the Alberta Ebook Project.
		Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
		(BC) Library2go - shared Overdrive Collection	Ongoing	Next Overdrive Selections Committee meeting is May 31. New OverDrive selections committee members have been trained and all are submitting orders. Gearing up towards a 10th anniversary celebration (2007-2017) for Library2go platform this summer.
		(BC) Ebook and Digital Content Summit	Ongoing	Annual eBook summit schedule (June 16th) and speakers confirmed. eBook Summit North at Beyond Hope is coming together, to include some consultation around ideal resources.
	Member & Stakeholder Engagement / Concern for Community			
x		Member Communications	Completed & Ongoing	Numerous service communiqués, emails, phone calls & webinars
x		Stakeholder meetings	Completed & Ongoing	Province of BC (Initiative-based meetings relating to funding, Provincial Digital Library, Shared Services & Co-op initiatives); BCNet, BC Library Association, National Network for Equitable Library Service (NNELS); Evergreen Oversight Board; Imagine BC, (BC) Provincial Digital Library, BC Campus, Cooperators, The Alberta Library, Consortia Canada, BC Co-op Association, Realize Co-op, Council of Post Secondary Library Directors, Provincial Resource Centre for the Vision Impaired, Association of BC Book Publishers, Association of BC Public Library Directors, Educational Resource Acquisition Consortium, BC Electronic Library Network
x		Communications Plan	Completed & Ongoing	Staff Communications un-Committee finalized our Communications Action Plan that stems from the Boldt Communications engagement & the Co-op Strategic Plan.
x		SLA Western Canada Chapter year-end event	Completed	TS Attended the the SLA Western Canada event on Nov 22 with keynote speaker Alexandra Samuel's presention on demonstrating value through data-driven storytelling

		Stakeholder meetings	Upcoming	Province of BC; National Network for Equitable Library Service; Realize Co-op; (BC) Provincial Digital Library, BC Co-op Association, Royal BC Museum, BCNet
		CONCAN & OLA	Upcoming	Licensing staff will attend OLA tradeshow & Consortia Canada meetings in Toronto
x		Conference Planning	Completed	A member of Co-op staff worked with staff from FVRL and WVML to organize an all-day pre-conference workshop at the BCLA conference focused on issues facing IT in libraries. Day was successful, co-op staff now leading follow up process to create an ongoing community of practice for library IT staff
		Conference Planning	Upcoming	3 Co-op staff will attend Beyond Hope conference in June to provide presentations on NNELS, Sitka and Licensing.
	National Network for Equitable Library Service (NNELS)			
		Software Development	Completed	BC RDSP video project is now complete and waiting for feedback from BC Gov't; API project is as complete as can be, and a report was sent to SK summarizing where the project is at and what we need from SK to proceed any further
x		Training & Presentations	Completed & Ongoing	Sabina presented at the following conferences: BC Library Conference (approximately 30 people in session); Alberta Library Conference (approximately 40 people in session); Saskatchewan Library Conference (approximately 25 people in session). NNELS Marketing Materials (a poster and pamphlet) have been designed, content established and translated to French, and will be ready to be distributed after a final review of the French.
x		Content production	Completed & Ongoing	Farrah was away for the month, so production slowed down a little, but MB Production Team was able to catch up on requests.
		Content coordination	Completed & Ongoing	Giller Awards completed; GG almost completed.
x		Project Management	Ongoing	University College of the North (MB), our first academic, launched on May 1st. Brandon University (MB) and Vancouver Community College (BC) have requested quotations for NNELS services -- quotes have been built and submitted and are under review. NNELS Annual Statistics are complete and being reviewed by Operational Committee.
x		Operational Call	Completed & Ongoing	Monthly call of jurisdictional operational representatives; next call is May 16, 2017.
x		Jurisdictions call	Completed & Ongoing	NNELS Funders will take place on May 25, 2017.
		Communications	Ongoing	Social media presence; correspondence

		Regulatory environment	Ongoing	Canada became the 20th country to accede to the Marrakesh Treaty with the passage of C-11. Ongoing discussions and correspondence with policy makers and ongoing exploration of International Exchange opportunities. International Exchange letters sent to possible partner countries. Submitted package to become participating member of the Accessible Book Consortium (ABC), an organization of countries that have formed to exchange titles.
		Regulatory environment	Completed	International Sharing Agreement signed by VA and NNELS, international exchange is now underway; CNIB is cutting off service to patrons and forcing them to CELA, and asking libraries to lobby governments for increased CELA funding.
		Software Development	Ongoing	Ongoing work in the MARC Export area of NNELS.ca
		Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
	Operations / Systems			
x		Hardware	Completed	New Database servers configured and in production. Old servers repurposed as new Ganeti cluster, adding 18 months capacity for new Virtual Machines
		Email (mailing lists)	Completed	Purged sympa mailing list server of defunct lists. Migrated and closed all remaining Libraries Branch (BC) lists from this server.
x		Hardware	Completed	Failed ceph3 server replaced
x		Disaster Recovery	Completed	Initial Disaster Recovery Dry Run exercise completed on Octo 18. Report published. Planning commenced for September round 2 exercise
		Disaster Recovery	Completed	Finished research for cheaper Canadian-based (FIPPA compliant) cloud host for disaster recovery planning purposes.
		BCNet	Ongoing	Facilitating access to Canada's Optical Research Advanced Network for three members including the Co-op.
		Hosting	Completed	Decommissioned 3rd rack at Peer1 colocation facility by merging existing servers into remaining 2 racks, resulting in a \$1200/month savings
		Hardware	Completed	ceph upgrade successfully completed March 19
		Hardware	Ongoing	new ganeti cluster hardware acquired, build ongoing
		Connectivity	Completed	Survey sent to 35 identified connectivity "hot spots" to determine current level of need.
		Connectivity	Completed	Report on current status of public library connectivity delivered to Ministry; awaiting next steps from Ministry
		LibCloud	Ongoing	Salt Spring Island Public Library pilot of the Co-op's cloud hosting service continues. Researching alternative clients and models for larger offering.
		VoIP as a Service	Completed	Recommended service with new NELF and NCLF Federations coordinator to provide phone and teleconference services via Coop's PBX instance ongoing.

		Staged Development and Codified Acceptance Testing Procedures	Ongoing	Across all Co-op web properties, implementing a fully staged, controlled development process involving cloned development and staging servers, and replicable testing processes to pass before changes are moved into production.
		Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
		Documentation	Ongoing	Extensive documentation efforts ongoing prompted by additional requirements of the Co-op's Privacy & Security Management Plan (PSMP).
		Managed Desktops	Ongoing	Started very preliminary research into possibilities of a managed desktop service for libraries.
		Personnel		
x		"Human Relationship" Framework	Completed & Ongoing	Initial planning for 17/18 transition of remaining non-permanent or contract staff to permanent status
		Personnel Committee	Ongoing	Personnel Committee is leading the effort to find a new ED for the organization, with input from Governance and Finance, staff and Board. Regular meetings throughout this period
		Evaluating existing reporting structure	Ongoing	We now rely on cross-functional task groups to best support diversity of member service offerings, cost-effectively per Strategic Plan; reporting adjustments may be warranted going forward.
		UofA SLAIS students	Ongoing	With thanks to funding from AB Municipal Affairs, 2 UofA SLAIS students will be hired as NNELS Content Production Assistants; posting is now up at UofA
		Staff transitions	Ongoing	Ben Hyman's ED vacancy posting extended to May 23 or until filled; new staff, Ben Holt, to replace EG dev and backfill web dev hired and onboarded.
		Management	Ongoing	Monthly meetings; standing and new items
		Service Leads	Ongoing	Bi-Monthly meetings of Co-op Service Leads, as a community of practice. Standing and new items
x		Annual one-on-one's	Completed	All Co-op staff connected with their supervisors for annual check-in / performance reviews during Q4
		New Office Space	Ongoing	Vancouver Literary Arts Centre (VLAC) Artscape (Sun Wah) application accepted, but offered considerably less space than requested (4000 sq ft instead of 14000). ABPBC members overwhelming rejected the proposal, and space not a good fit for the Coop without the publishing community. The VLAC steering committee continues to look for an appropriate location, the Coop will still be included in the VLAC. We are also investigating other options, including co-working facilities (eg HIVE).
		Sitka & Evergreen		
		Upgrade	Ongoing	The upgrade to version 2.12 is scheduled for the Victoria Day long weekend in May. Information has been sent to all Sitka libraries and webinars were provided in late April and early May to introduce staff to new features.

x		Equinox migration services sub-contract	Completed	Staff have completed 2016 migration services in partnership with Equinox, no new Equinox migrations are currently slated for 2017.
x		Resource Sharing - Interlibrary Connect	Completed & Ongoing	43 member libraries at over 60 branches continue to participate in Interlibrary Connect. Whistler, Squamish and Pemberton have been operating their local resource sharing zone (staff-initiated holds only for now) since October 2016.
x		Sitka Community calls	Completed & Ongoing	Sitka BFG teleconference was held on May 9, 2017 , with focus on the May 22nd Evergreen upgrade and development updates. 23 library staff participated.
x		Feature Request Survey	Complete	Three of the top five features from the last survey were included in the last upgrade, one additional feature is in development by ESI and in testing phase by Sitka staff and one will be reviewed for potential development in 2017.
x		Acquisitions	Complete & Ongoing	Rosland (BC), Burns Lake (BC), Parkland Regional (MB) and Border Regional (MB) added Acquisitions in January 2017. The next call for interest for Acquisitions will be issued in June.
x		Bibliographic record de-duplication	Completed & Ongoing	Staff are continuing with the de-duplication project that began in Spring 2016. To date, over 70,000 records were merged across Adult Fiction, Adult Non-Fiction, Large Print and Children's Fiction collections. Staff are currently developing scripts to test de-duplication of video resources in Sitka.
x		Continuing Training	Completed & Ongoing	Four webinars on the topic of the Evergreen upgrade were offered in April and May 2017, with 62 library staff participating. Two training sessions on circulation policies are scheduled for June.
x		Resource Sharing - ShareIT	Completed & Ongoing	Live Shelf Status activation in ShareIT/OutLook OnLine via Z39.50 was completed successfully in January with 8 libraries activated to date. With this feature, requests immediately check item availability via the SITKA z-server. If unavailable at the target library, the item is automatically skipped by the OutLook OnLine ILL system without staff having to manually reject the request. This feature has potential to significantly streamline workflow for ILL Staff, i.e. statistics show that at least 40% of requests have to be manually rejected by at least one lender.
x		RFI for cataloguing services from materials vendors	Completed & Ongoing	Shelf-ready and on-order record processes are in place with ULS and White Hots. In January, Co-op Support rolled out the first phase for libraries wanting to sign on for either service with ULS. To date, 8 libraries have signed on for Shelf Ready service and 13 have signed on for On-order records. The next call for interest, for both ULS and White Hots will be in June.

x		Development - Partnerships	Completed & Ongoing	The Co-op is participating at the Collaborator level in the MassLNC Development initiative along with consortial partners in Connecticut, Massachusetts and New Hampshire. Since convening last August, the group has identified several short-term and longer-term Evergreen development priorities. Quotations have been received for the short-term projects and members will determine priorities according to pooled budget allocation. Sitka library staff were invited to vote on the long-term development priorities and their feedback was in alignment with results from library staff at partner libraries. Longer-term development priorities will be discussed in the next MassLNC meeting.
		Development - Staff Client re-design	Ongoing	Development of a new Evergreen staff client is underway within the international community and is expected to be completed with delivery of Evergreen 3.0 in October 2017. Sitka staff will conduct thorough testing and roll-in of Sitka local customizations before determining a go-live date for Sitka libraries.
		New member libraries	Ongoing	Trail Public Library (BC) has signed an EOI to join Sitka in August 2017.
		Potential new members	Ongoing	Continuing to respond to regular requests for information and presentations.
		Time zone development	Ongoing	The Co-op has retained Equinox to develop assignment of due dates by local time (for libraries in Mountain, Central and Eastern time zones) in Evergreen. Testing of functionality and further refinement is in process, with full delivery expected with Evergreen v 3.0
		Serials development	Ongoing	The Co-op has contributed toward pooled funding toward more streamlined Serials workflows.
		One Click Digital integration	Ongoing	Work continues to integrate One Click Digital API with Evergreen so that patrons can easily and seamlessly access ebooks and audiobooks via the Sitka catalogue. A bug related to authentication is pending the vendor's resolution and has delayed roll-out, but is expected to be fixed this Spring.
		Support	Ongoing	M-F Co-op support; 24 x 7 emergency Co-op support