

BC Libraries Cooperative CONFIDENTIAL Operational Report for the period March 13 to April 20, 2018

	Theme	ACTION	Status	Deliverable(s)
Completed?	Digitization			
		(BC) Provincial Digital Library (PDL)	Ongoing	The Co-op (Ben) sits on the PDL planning group. Bi-weekly tasks associated. Ben and Dana will read Kevin in and seek direction re: Co-op representation.
		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 Barber Learning Centre (UBC), BCELN and Libraries Branch, Ministry of Education. This initiative moved forward with an agreement between ELN and IKBLC for ARCA, without uptake by MinED. The BCDL conversation may still offer some supports for Co-op members
	Finance/Legal			
		Finance Sub Committee Regular updates/meetings	Ongoing	Regular monthly schedule
x		Finance Sub Committee Regular updates	Completed	Year-To-Date Financials shared with Treasurer and Chair through 2018.03.31
x		Financial statements distributed	Completed	Financial statements distributed to Finance Sub Committee through 2018.03.31
	Governance			
		Board meetings	Ongoing	Regular schedule
		Governance Sub Committee	Ongoing	Regular schedule
	Imaginebc.ca			
		Program review	Ongoing	Discussion with partners (Irving K Barber Learning Centre & Simon Fraser University Library) pending
	LibPress & Web Design & Hosting			
		LibPress Implementation	Ongoing	45 BC libraries, 5 federations, 11 MB library now live on LibPress; 3 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
		Hosting & web support	Ongoing	BCLTA work underway, first iteration due end of April, expected launch date mid-May
		Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
	Librarytoolshed.ca			
		Content growth & community participation	Ongoing	Quarterly Co-op facilitated calls with 4-Province committee
		Expanded Offerings	Ongoing	Co-op leading discussions to expand Toolshed holdings to include exemplary policies and investigating possibility of hosting badging platform for sector-wide PD opportunities.

		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.
		(BC) New LBFG Chair	Completed & Ongoing Current chair, Jay Peters, in place. Two year term ends May 2018. Jennifer O'Donnell from NVDPL will be the next Chair.
		(BC) Product Renewals	Ongoing 2017 renewals are mainly complete with an exception of a few invoicing issues. Renewal complete for Teen Health and Wellness, Sesame Street eBooks, and Criterion. Renewal notices sent for AtoZ World Travel. Several libraries have made the switch from Auto Repair Reference Centre to Automate, deadline for all libraries in July 1 2018. Mango Languages new subscriber offer ongoing.
		(MLCI) Product Renewals	Ongoing EBSCO CINAHL renewal ongoing. Western Canada EBSCO eBook offer sent to MLCI post-sec libraries.
		(BC) Licensing Statistics	Done Statistics for number of subscribed resources per library and usage for primary Co-op resources compiled and sent to the Libraries Branch mid-February. Statistics renewal project underway, compiling a list of available metrics for Libraries Branch.
		(BC) Licensing BFG Meeting	Ongoing LBFG Meeting held April 5, 2018. Next meeting in June 2018.
		(BC) New product evaluation & pricing	Ongoing New products for LBFG: AcornTV from RBDigital, Brain HQ (Demco) brain exercises similar to Lumosity, 20% discount from vendor. Discounts in place for Public Library Video Online, DiscoverLocal and Niche Academy. Five new subscribers to Niche Academy.
		(MLCI) New product evaluation & pricing	Ongoing Lynda.com offer extended to MB libraries, South Interlake Regional is the first new subscriber. Working on pricing for MB post secondary and special/government libraries pricing for Lynda. Continue to roll out new access URLs to all Zinio subscribers for the new integrated app.
		(BC) BC Books and Self Publishing platform	Ongoing Report developed on 5 vendors of Odilo, Biblioboard, Cantook Station, Bibliotheca Cloud and Overdrive as well as potential for building our own in-house open source platform for a province-wide shared BC Books and Self publishing platform.
		(BC & MLCI) Support	Ongoing 9x5 Co-op support; 24 x 7 emergency Co-op support
		(BC) Digital Resources Member Consultation	Ongoing The Consultation group met April 21. The Terms of Reference were approved and the Survey sub-group provided an excellent Digital Resource evaluation matrix, and a project plan. Survey sub-group expanded to include members from more rural and small libraries. Next steps include getting the word out via federation meetings, ABCPLD, and Conference. Met with Libraries Branch Director and staff to clarify objectives and confirm direction.

		(BC) Library2go - shared Overdrive Collection	Ongoing	OverDrive Selections meeting held on March 7, 2018. We welcomed two new committee members, Joey da Costa (TNRD) to manage curated lists, and Shellie Howard (Hudson's Hope) is our new teen selector. Starting a review process on our collection development process, to be completed before the eBook Summit. Evaluation of the quality of OverDrive's MARC Express records to be completed before we cancel the OCLC MARC records.
x		(BC) Ebook and Digital Content Summit	Completed & Ongoing	2018 eBook and Digital Content Summit planning committee formed at the April LBFG. First meeting will be held April 20.
		(BC) New Licensed Product Selection Survey	Ongoing	Spring 2018 Licenced Product Selection Survey (LPSS) under development.
		(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)
	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 & Co-op initiatives); Public Library Partner Advisory Group (Libraries Branch, BC Library Association, Association of BC Public Library Directors, BC Library Trustees' Association), National Network for Equitable Library Service (NNELS); Evergreen Oversight Board.
		Communications Plan	Ongoing	Staff Communications Committee meeting quarterly to operationalize and further recommendations of Communications Action Plan stemming from the Boldt Communications engagement & the Co-op Strategic Plan. Quarterly communiqué is scheduled to be sent to members on April 23, 2018 and will include first notice of June AGM.
		Stakeholder meetings	Upcoming	Province of BC; National Network for Equitable Library Service; Realize Co-op; (BC) Provincial Digital Library, BC Co-op Association
	National Network for Equitable Library Service (NNELS)			

		Software Development	Completed & Ongoing	<p>Development work has been happening on the 'Pipeline Gadget', a tool that has been put in place to make the production workflow more efficient and allow for large record loads; this project is part of the SDPP-D Grant and has required some handling as the bugs are worked out.</p> <p>Attention has also been focused on resolving some issues with the Importer that arose due to the volume of records being loaded into the NNELS repository.</p> <p>Search Engine Optimization: there was some fine-tuning of the indexing for NNELS.ca and how it appears in search results.</p> <p>Working on authentication layer of API; this is a requirement to have the NNELS Service as an option on YourDolphin (https://yourdolphin.com) devices, and will carry over to other potential devices/vendors as well.</p> <p>Security patches applied to NNELS.ca.</p> <p>Grant contractor work now under final review before pushing to NNELS Production.</p>
x		Implementations	Ongoing	<p>Nunavut Public Libraries, and Burnaby Public Library (BC) moving forward on implementation; Red River Public Libraries Consortium (MB) live on March 22, 2018, this consortium includes the following libraries: Allard Library, Brokenhead River Regional Library, Gaynor Family Regional Library, Lac Du Bonnet Regional Library, Reston District Library, Springfield Public Library.</p>

	Training & Presentations	Completed & Ongoing	<p>Presentation on audiobook recording at Southern Alberta Library Conference.</p> <p>We organized 7 workshops with EPUB accessibility expert Laura Brady of Brady Typesetting. These workshops took place in Victoria, Vancouver, Calgary, Winnipeg, Montreal, Halifax, and Toronto, and a total of 73 publishers, editors, and alternate format producers attended, with about 10 more requesting access to a video recording. Laura Brady also analyzed EPUB files for 21 Canadian publishers, creating comprehensive 3 to 5- page reports for each publisher, full of accessibility and coding suggestions. Our collective goal is for books to be published accessibly so that they do not require further intervention to be read with accessible technology. We are a long way from reaching that goal. There is a lot of pressure on publishers to learn and implement accessibility changes, and they are nervous about the cost and time required to implement everything that's being recommended to them.</p> <p>Finally, we've created 10 recording kits complete with good quality headset-microphones, USB keys, quick instructions, and a bright red shipping case. These kits are in the final stages of assembly and are about to be sent to the first libraries that have expressed interest so far. They can be sent to any library in Canada that wants to record an audio version of a children's picture book.</p>
	Content production	Completed & Ongoing	<p>To date, 17,767 EPUB files (we committed to 14,000) and 3,435 audiobooks (we committed to 3,000) have been purchased. These files are currently being added to the NNELS repository. With the weight of the Co-op behind us, we were able to get favourable pricing from vendors, and work with eBOUND and Demarque to purchase a large amount of Canadian ebooks in both English and French.</p> <p>We also commissioned 30 narrated audiobooks, some of which were requested by AEBC and CFB members, and 15 print-braille children's books are being produced by the team at the Vision Impaired Resource Network in Winnipeg.</p>
	Content coordination	Completed & Ongoing	<p>6 people with visual impairments were hired for the e-text production project. Through email and discussion forums (discuss.nnels.ca), the new production assistants analyzed EPUB files, explored the functionality of reading and editing tools, and learned by working on books of their own choosing, some of which are complete and available in NNELS. Some projects are continuing, thanks to momentum: in particular, a team from the Ontario College of Art and Design is working with one of our now-former production assistants to explore how a university-level physics textbook could be accessible through audio, tactile, and visual modalities.</p>
x	Operational Call	Ongoing	<p>NNELS 2017 Annual Statistics have been approved and disseminated to the funding jurisdictions.</p>

x		Jurisdictions call	Ongoing	2017 NNELS Annual Statistics approved for release to jurisdictions; next meeting April 12, 2018
x		Communications	Ongoing	Federal Gov't approved first communication on \$1M SDPP-D grant; communication was released on Feb 15, 2018.
		Regulatory environment	Ongoing	A study on the state of Braille in Canada is underway. Mary Ellen Gabias at the Canadian Federation of the Blind has volunteered to lead a team of five writers and one research assistant to propose a sustainable long-term strategy for making braille accessible to all Canadians in print and digital forms. Braille Study underway and now in draft form.
x		Software Development	Ongoing	Ongoing work in the MARC Export area of NNELS.ca
x		Operational Call	Ongoing	Monthly call of jurisdictional operational representatives
x		Jurisdictions call	Ongoing	Monthly call of jurisdictional representatives (will resume in September)
		Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
	Operations / Systems			
x		Disaster Recovery	Completed	Successfully held 2nd Disaster Recovery Exercise, September 20th. Report written detailing follow up steps.
		BCNet	Ongoing	Facilitating access to Canada's Optical Research Advanced Network for three members including the Co-op.
		Connectivity	Ongoing	Met with Ministry regarding next steps to follow up on Public Library Connectivity Report. Next steps are in their hands and including dissemination the report, seeking funding to do follow planing and coordination.
		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.
		Staged Development and Codified Acceptance Testing Procedures	Ongoing	Continued migration off of puppet and onto ansible for co-op-wide configuration management needs
		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.
		Security	Ongoing	Developed Co-op-wide Threat Model which led to a number of new security initiatives to be undertaken during 2018-19
		Storage	Ongoing	Initial planning begun to move Co-op's storage off of internally hosted CEPH servers and on to Amazon's provisioned s3 cloud servers. This is a multi-month project that will greatly reduce the complexity of the technological stack at the Co-op and make hiring a bit eaiser in the future.
		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).
	Personnel			
		Personnel Committee	Ongoing	New Managing Director, Kevin Millsip started on March 12. Onboarding process underway in coordination with management team and Ben Hyman.
		Evaluating existing reporting structure	Ongoing	We 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.
x		UofA SLAIS students	Completed & Ongoing	With thanks to funding from AB Municipal Affairs, 2 UofA SLAIS students were hired as NNELS Content Production Assistants
		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
		New Office Space	Ongoing	Moved into new office at Artscape Sun Wah in Chinatown on March 22. Follow up work included acquiring and assembling furniture, setting up network and wiring space.
	Sitka & Evergreen			
		Resource Sharing - Interlibrary Connect	Ongoing	43 member libraries at over 60 branches continue to participate in Interlibrary Connect (ILC). Whistler, Squamish and Pemberton have been operating their local resource sharing zone (staff-initiated holds only for now) since October 2016 and with Sitka support are exploring offering direct patron holds in this context. Staff are continuing to encourage remaining Sitka public libraries to participate in wider BC ILC zone.
		Sitka Community calls	Ongoing	The next Sitka Business Function Group call is scheduled for May 1, 2018 and will focus on the the upgrade to version 3.1
		Upgrades	Ongoing	Upgrade to Evergreen version 3.1 will take place over the Victoria Day long weekend in May. This will be a significant upgrade, with the move from the current staff client to a web-based client. Sitka staff have been extensively testing the software, along with a few libraries that have volunteered to pilot the web client in the lead-up to the upgrade. The web client will only be supported on Chrome. Support Staff have prepared an upgrade page on the co-op website with the latest information, updated documentation and videos.
		Acquisitions	Ongoing	Call for interest for libraries interested in adding Acquisitions for 2018 was issued in June. Kimberley added Acquisitions in January 2018. Next call for interest will be in June 2018 for Jan/April 2019 intakes.
		Bibliographic record de-duplication	Completed & Ongoing	Staff are continuing with the de-duplication project that began in Spring 2016. To date, over 85,000 records were merged across Adult Fiction, Adult Non-Fiction, Large Print, Children's Fiction and Video collections. Staff will continue to run de-duplication scripts on a regular basis.

x		Continuing Training	Completed & Ongoing	Two webinars on circulation in the new web client were offered in March 2018, with 50 library staff participating. Six webinars on two topics around the new web client are scheduled for April and May 2018, and are already full.
		RFI for cataloguing services from materials vendors	Ongoing	Shelf-ready and on-order record processes are in place with ULS and White Hots. To date, 8 libraries have signed on for Shelf Ready service and 13 have signed on for On-order records. Staff are working with CVS Midwest Tape to set up similar service.
		Development - Partnerships	Ongoing	Sitka staff and Sitka BFG Chair continue to participate in monthly meetings with the MassLNC Evergreen Development Initiative. Since convening for Year 2 in August 2017, the group has identified and moved forward with several short-term and longer-term Evergreen development priorities. Several of the development projects identified through this process were popular feature requests from Sitka libraries and will be included in the new web client roll-out in May 2018.
		Development - Staff Client re-design	Ongoing	Several libraries (Parkland Regional and PLSB in Manitoba; Pemberton and Terrace in BC) are piloting the web client in advance of the Sitka-wide roll-out on the May long weekend. Testing, bug fixes and extensive documentation revisions are in progress.
		New member libraries	Ongoing	Dawson Creek Municipal Library (BC) will join Sitka in October 2018 and the aptly-named Evergreen Regional Library (MB) will join Sitka in November 2018.
		Potential new members	Ongoing	Continuing to respond to regular requests for information and presentations.
		Potential new members	Ongoing	4 post-secondary libraries very interested in joining Sitka in 2019. Privacy Impact Assessment is nearly complete; if acceptable, expect to proceed to signing.
		Time zone development	Ongoing	Equinox has completed development to assign due dates by local time (for libraries in Mountain, Central and Eastern time zones) in Evergreen. Delivery of functionality expected with Evergreen v 3.0, when implemented on Sitka production in Spring 2018.
		Serials development	Ongoing	The Co-op has contributed toward pooled funding toward more streamlined Serials workflows, which will be delivered with Evergreen v 3.0.
		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.
		Annual Statistical reports	Ongoing	Staff completed compilation of 2017 statistical reports for all BC public libraries using Sitka
		Support	Ongoing	M-F Co-op support; 24 x 7 emergency Co-op support