BC Libraries Cooperative CONFIDENTIAL Operational Report for the period September 1, 2020 -				
	Theme	ACTION	Status	Deliverable(s)
Completed?				
	Finance/Legal			
		Finance Sub Committee Regular updates/meetings	Ongoing	Regular monthly schedule
		Finance Sub Committee Regular updates	Completed	Year-To-Date Financials shared with Treasurer and Chair through 2020-07-31
		Financial statements distributed	Completed	Financial statements distributed through 2020-07-31
	Governance			
		Board meetings	Ongoing	Regular schedule
		Governance Sub Committee	Ongoing	Regular schedule
		Annual General Meeting	Complete	The Co-op's first virtual AGM held on October 29, 2020, with over 50 participants. Anna Babluck was elected to the one vacant Board position. Post-AGM Board motions were completed to appoint Executive and Sub-committee representatives and filings have been completed.
	LibPress & Web Design & Hosting			
		LibPress	Ongoing	New library site for MB library; ongoing work to launch 3 new libraries (BC & MB) in pipeline for in early 2020.
		LibPress	Ongoing	Began project to replace existing slide deck with accessible and mobile ready version
		LibPress	Ongoing	Began project to develop upgrade path for LibPress off of Wordpress 4 which is no longer the current main branch and will eventually be End of Life (~2022)
x		WebHosting	Completed	launched hosting of First Nation's language preservation site for K-12 school
x		Mailing List Hosting	Completed	Onboarded new mailing list customer, launched first list
	Librarytoolshed.ca			
				nothing to report this month
	Licensing - BC & Manitoba Licensing Consortium Inc (MLCI)			
		(BC) Product Renewals	Ongoing	Renewals complete: Encyclopedia Britannica (via ConCan). In progress: BookFLIX. Started on large renewal push for 2021, EBSCO and ProQuest negotiations complete and pricing sent to libraries. World Book print orders submitted.
		(MLCI) Product Renewals	Ongoing	Completed World Trade Press product renewals, Mango and Repere.
		(BC) Licensing BFG Meeting	Ongoing	LBFG meeting held November 19th.
		(BC) New product evaluation & pricing	Ongoing	BC Historical Newspapers offer presented, currently working with BCELN to negoatiate a cross sector license for all of BC.
		(MLCI) New product evaluation & pricing	Ongoing	No new products for this period.
		(BC) Library2go - shared Overdrive Collection	Ongoing	Selections committee met at the end of October to plan for the annual renewal survey. 2021 renewal survey sent to particupating libraries at the end of November. The migration of RB DIgital audiobooks to the OverDrive platform is currently scheduled for Dec 17th, communications are underway. Magazine migration scheduled for Feb 2021. We are on track to hit 1.5 million checkout by year end (up approximately 50% over 2019).
		(BC) Summits, Presentations, Stakeholder Engagement	Ongoing	Consortia Canada updates: Next meeting January 2021 to approved revised Model License and Terms of reference. Virtual eBook Summit planning underway, with streams for accessibility and COVID-19 response. Will be held virtually on January 22. Currently working with the Association of Book Publishers in BC on determining license terms for and Accessible BC book collection prototype. A group of publishers, librarians and accessibilty experts met four time over the past few months to discuss the project.
		(BC) License Agreement review	Ongoing	Continuing to review existing license agreements. Draft model license based on SOLS' model license. Implementing with vendors as renewals happen. Successfully impemented with EBSCO and RBDigital, Proquest, SOLARO and TumbleBooks.
		(BC) Authentication Support	Ongoing	Ongoing discussions with partner libraries to support those libraries without secure or private authentication end points. Facilitating access and implementation of VPL's API code as well as our own AuthAPI code for Evergreen
		(BC) Authentication Support	Ongoing	Continued hosting ezproxy for 4 existing customers and KAPA for 2 libraries.
		Covid-19	Ongoing	Maintaining a list of vendors offering and extending free access to resources during library closures. LibPress staff created an authentication page and support for Ancestry remote access during library closures.
	Member & Stakeholder Engagement / Concern for Community			
		Member Communications	Completed & Ongoing	Emails, phone calls & webinars
		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 Community Development Initiative, BC Co-op Association, Realize Co-op.
		Communications	Ongoing	Continuing to operationalize and further the recommendations of Communications Action Plan stemming from the Boldt Communications engagement & the Co-op Strategic Plan. The new Strategic Plan was shared out to members concurrent with the October AGM.
	x	Community Facilitation	Ongoing	Served as the financial entity to facilitate the Access 2020 conference. Received funds from past organizers, facilitated creation of new website. Helped organizers pivot to a virtual event.
	National Network for Equitable Library Service (NNELS)			

		Software Development	New & Update	Working on integration of NNELS into EasyReader App (grant funded) Collecting development requirements for ABPBC Project (grant funded) Continue to work with DAISY on refining the EPUB to DAISY scripts for DAISY Pipeline 2 and on improving the WordToEPUB plugin.
		Implementations	New & Update	University of Regina implemented NNELS in November
		Training & Presentations	New & Update	NNELS Content Coordinator, Farrah Little, and Ted van der Togt, of the National Library of the Netherlands, initiated and led the first kick-off meeting for the EDRLab Library Interest Group. The goal of the group is to collaborate with other libraries around the world to tackle various common issues facing digital libraries, including e-lending and DRM solutions for libraries and joint standards. Presented at the 2020 Inclusive Publishing Conference Webinar Series "Working Together for an Accessible Future in Digital Content" organized by the National Federation of the Blind. Presentation title: Accessible-by-Design Ebooks and Audio Books Best Practices for Inclusive Publishing. Contributed to a webinar Explaining Core Services and Demonstrating NNELS collections for Alberta libraries. Creating Digital Libraries that People With Disabilities Can Use: Why Talking About Compatibility with Assistive Technologies is Necessary" co-presented by Daniella Levy-Pinto (NNELS) and Mark Weiler (Wilfrid Laurier University) at the Digital Library Forum (DLF) 2020 virtual conference, November 9, 2020.
		Content coordination	New & Update	First Nations Communities Read almost to production. Scotiabank Giller Award production work complete.
		Operational Call	New & Update	Regular meetings
		Jurisdictions Call	New & Update	Most recent meeting: Oct 22, 2020
		Communications	New & Update	Work has started with the Governor General's Literary Awards and 2020 Scotiabank Giller Prize, which will include mini campaigns and communications for the different prizes. Story about testing accessibility & preventing barriers in library reading apps posted on website, sent through campaigner as a newsletter, and shared on social media: https://nnels.ca/nnels-story-reading-apps We received some truly encouraging comments from **PressReader** and OverDrive, quoted in the story. From PressReader: "NNELS has been instrumental in identifying the weaknesses of our legacy platform as far as accessibility standards go. Realizing that there was a lack of options, with regard to accessibility offerings in library digital providers, including ours; PressReader set out on a journey to prioritise a digital product that would be fully inclusive to all users. The goal was to provide a rich and equivalent experience for everyone regardless of if they are using assistive technologies or not. The new mode was re-imagined from the ground up keeping accessibility, usability, and aesthetics in mind. Our transportation vertical product was also built with the same accessibility in mind. Now PressReader, with all it's magazines, newspapers, ebooks, and other digital content, will be available on cruise ships, airplanes, trains, taxis, and buses will be fully accessible as well. I am pleased to report that NNELS has played a big part in our push for WCAG 2.1 AA conformity, and we are committed to an ongoing platform development and coordination with NNELS. I wholeheartedly support the work of NNELS and commend them for all their efforts."
		Regulatory environment	New & Update	NNELS attended our first **W3C EPUB 3 Working Group** meeting as observers. NNELS was invited by the World Wide Web Consortium to participate as an observer before becoming active members next month. Joined the CFLA_FCAB Indigenous Matters Committee; working with the First Nations, Métis and Inuit voices project sub committee.

		Grant	New & Update	SPDD funding received from Federal Govt **Completed 23 employment contracts for incoming and returning grant funded staff** Produced a new braille book, the first simultaneous release project for this round of funding. It is book 17 in the ScholasticBranches Dragon Masters series, Fortress of the Stone Dragon, by Tracey West, available with its print counterpart in electronic braille through the NNELS repository or directly from Scholastic. Continue to work with APMA (Atlantic Publishers Marketing Association) testing publishers' files for accessibility and making recommendations for improvement. NNELS delivered a series of webinars for APMA publishers, and recordings will be available to those who could not attend. Webinar topics include: an introduction to accessible publishing; image description; EPUB semantics, ARIA Roles, and metadata; working with conversion houses; and accessibility testing/checking. The third Accessible Publishing Summit will take place in mid-February, 2021, to further advance the creation of born-accessible content. It will be entirely online. Our team has convened a steering committee for planning, and are also getting input from Heritage (Canada Book Fund). There will be spaces for both synchronous and asynchronous interaction, including pre-recorded presentations with live question and answer sessions, panels, and podcasts. World Braille Day planning under way – Online event to be held on January 4, 2021, in partnership with other organizations working on Braille initiatives in Canada, including Canadian Council for the Blind, Braille Literacy Canada, CELA, VIRN, and Canadian Federation for the Blind. Accessibility testing of the pretnumerique.ca website and reading application (almost identical to Cantook Station) is under way, in both English and French.
		Covid-19		- In the face of COVID-19 we put together a resource list for free ebooks for the Grant Team to test for accessibility and publish the public to have more options for ebooks during library closures. - Opened up NNELS across Canada for registration - An accessible COVID page went up at: https://nnels.ca/covid-19-accessible-information
	Personnel			
		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.
		Management	Ongoing	Twice monthly meetings; standing and new items
x		New Hire	Completed	New hire to replacement Web Development position vacated in January 2020 finally completed with new hire to begin December 1
	Sitka & Evergreen			
		Sitka Community calls	Ongoing	We welcomed the new SBFG Chair, Megan Nelson from Camosun College. The November BFG call was held on November 5th, with a focus on the recent Evergreen roll-up, an update on planning the next round of development priorities for Evergreen Community Development Initiative and reviewing the Summary Report from the Cataloguing Committee to Decolonize Description.
		Sitka Post-Secondary call		Zoom webinar with guest James Fournie, Vancouver Community College to review Electronic Resource Management (ERM). A follow-up meeting is being planned for early in 2021.
	x	ECDI: Angularized Acquisitions testing of Sprints 1, 2, 3, 4		Sitka staff have provided input on development and participated in testing of the first 3 sprints to move Acquisitions from xul to Angular. The development of specifications for Sprint 4 are now complete. 5 additional sprints will be developed/tested in the coming months and staff will identify any issues and establish timeline for roll-out to Sitka members when testing is complete.
	x	ECDI: Geographic Proximity Sort		Sitka staff have contributed to the development of specifications for sorting by geographic proximity
	x	ECDI: Limit by available		Sitka staff have contributed to the development of specifications for a "limit to available items" feature in the catalogue
	x	Development - Partnerships		Sitka staff completed testing of Single Sign-on development in November, in parternship with Linn-Benton College, Oregon, Camosun College, Vancouver Island University, Vancouver Communit College and Selkirk College. Reviewing processes and timeing for Sitka implementation.
		Continuing Training	Completed & Ongoing	Two webinars on cataloguing consortially were held this fall with 32 library staff participating. Additional webinars are being scheduled for the new year
		Development - Partnerships	Ongoing	Evergreen Community Development Initiative (ECDI) is finalizing this year's list of feature requests for prioritization and budgeting. BCLC (Sharon, Shannon, David Christensen) continues to participate in monthly meetings with ECDI.
		New member libraries	Ongoing	YMCA Northern BC (Prince George) and the Telkwa Reading Centre (Smithers, BC) joined Sitka in September and October respectively. College of Physicians and Surgeons of BC has signed on to join in Q2 2021. A number of libraries are currently considering Sitka.
		Potential new members	Ongoing	Continuing to respond to regular requests for information/proposal and presentations.
		Evergreen Community participation	Ongoing	Sitka staff continue to participate in the Evergreen community's Student Success, Academic Interest, Acquisitions Interest, Reports Interest and Developers' working groups (most meet at least quarterly, some monthly)
x		New features and services	Ongoing	LDAP has been implemented at VIU, VCC and is in progress for COTR.

		Evergreen Roll-up	Completed	A roll-up to version 3.5.1 was successfully completed on November 22nd and included a number of bug fixes. The next major upgrade is being planned for May 2021.
		Covid-19		March: Set up Covid-19 service page, including Emergency Closure steps for libraries and provided additional supports to members, such as activating Patron Self-Registration to enable new library users to quickly access electronic resources. May: Provided steps for re-opening of services. Communicating with BC Libraries Branch, Manitoba PLSB and Sitka BFG chair to anticipate requirements and timelines for Interlibrary loans and other services. Continuing to monitor and anticipate member needs at this time.
	Support			
		x	Staffing re-organization	Complete	Support team re-organization: Shannon Dineen reduced her hours to 0.6 (from 0.8) effective July 1st, 2020 and stepped down as Co-op Support Coordinator. The Support team was re-organized as follows to cover all of the previous Coordinator role functions and to allow for specialization and key areas of cross-service focus: Co-op Support - Operational Lead: Christine Burns; Co-op Support - Training Lead: Jennifer Pringle; Co-op Support - Evergreen Community Development Lead - Shannon Dineen. Tina Ji continues in her Tier 2 role, while cross-training with Mark Bucholtz to learn his Data Migration role and Elizabeth Taron was made permanent 0.8 Tier 1 Support Specialist in November.
	Operations/Systems			
		Testing	Ongoing	
		Internal Services	Ongoing	Drafted white paper and workplan for the implementation of Nextcloud to replace Co-op's increasing reliance on either expensive or non-FOIPPA-compliant tools
		Provacy and Security	Ongoing	Undertook self-audit of current practices and policies based on OIPC's self-audit scripts. Created ToDo list of follow up items to bring co-op into compliance with current best practice.
		Networking	Ongoing	Acquired and now rolling in 2 new switches
		Systems	Ongoing	Upgrade Ubuntu across 20+ VMs to deal with end of life for current release
		Hardware	Ongoing	Purchase of 2 new DB servers initiated as part of 3 year rolling hardware renewal strategy