

**BC Libraries Cooperative CONFIDENTIAL Operational Report for the period November 21, 2017 through January 15, 2018**

	Theme	ACTION	Status	Deliverable(s)
<b>Completed?</b>	<b>Digitization</b>			
		<a href="#">(BC) Provincial Digital Library (PDL)</a>	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 Barber Learning Centre (UBC), BCELN and Libraries Branch, Ministry of Education. <i>Hyman retainer</i>
	<b>Finance/Legal</b>			
		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 2017.11.30
x		Financial statements distributed	Completed	Financial statements distributed to Finance Sub Committee through 2017.11.30
	<b>Governance</b>			
		Board meetings	Ongoing	Regular schedule
		Governance Sub Committee	Ongoing	Regular schedule
	<a href="#">Imaginebc.ca</a>			
		Program review	Ongoing	Discussion with partners (Irving K Barber Learning Centre & Simon Fraser University Library) pending
	<b>LibPress &amp; Web Design &amp; Hosting</b>			
x		Hosting & web support	Completed	Launched new VM for Penticton Public Library website hosting
x		Hosting & web support	Completed	Migrated LB Commons site to Co-op managed servers. Continued management of service contract with external developers.
		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
x		Hosting & web support	Completed	Newly built server with upgraded web server (nginx for caching) and php version deployed to speed up overall performance of libpress
		Hosting & web support	Ongoing	Co-op was awarded the contract to redevelop BCLTA's website and mailing lists, work to commence mid-January and estimated to complete mid-March.
		Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
	<a href="#">Librarytoolshed.ca</a>			
		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.
		(BC) New LBFG Chair	Completed & Ongoing	Current chair, Jay Peters, in place. Two year term ends May 2018, so beginning work on identifying new chair.
		(BC) Product Renewals	Ongoing	Almost completed the big year-end renewal push in November to January timeframe, with 11 vendor renewals completed and 14 in process or almost complete, representing over 60 individual products. Largest renewals included Ebsco, Proquest, Overdrive, and RBDigital. Transitioned 11 libraries from direct licenses to the Co-op discounted license for Lynda.com. Similarly, Naxos direct subscribers were brought on board to receive the Co-op discount.
		(MLCI) Product Renewals	Ongoing	In November to January timeframe, 5 renewals complete, 2 in process.
		(BC) Licensing BFG Meeting	Ongoing	LBFG Meeting held Dec 7, 2017. Next Meeting in Feb 2018
		(BC) New product evaluation & pricing	Ongoing	New products for LBFG: Licensed Product Selection Survey results, Top 3: video streaming products (Kanopy, ACF, Public Library Video Online), DiscoverLocal and Niche Academy. Licenses w/ discount in place for PLOV, DiscoverLocal and Niche Academy.
		(MLCI) New product evaluation & pricing	Ongoing	Lynda.com offer extended to MB libraries. 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	Working group struck at the Oct LBFG, to prepare recommendations regarding an ideal suite of digital resources. First meeting date in late January. Actively looking for director level participants.
		(BC) Library2go - shared Overdrive Collection	Ongoing	Results of the OverDrive renewal survey: 4% Increase over 2017 to direct more funds towards audiobooks, opted to drop the purchase of OCLC MARC records in favour of OverDrive's free MARC express records. Holds ratio to be kept at 5 hold and to keep the default maximum number of holds at 5.
x		(BC) Ebook and Digital Content Summit	Completed & Ongoing	2018 eBook and Digital Content Summit planning to be discussed at February LBFG.
		(BC) New Licensed Product Selection Survey	Ongoing	Fall 2017 Licenced Product Selection Survey (LPSS) complete. Top three products: Niche Academy, ACF Disney Products and Kanopy Streaming. Runners up: Pronunciator and DiscoverLocal. Next step will be to negotiate pricing and present to member libraries for a January 1, 2018 start date.

		(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)
		(BC) Authentication Support	Ongoing	Quotes provided to 4 new post-secs for ezProxy hosting
x		(BC) Authentication Support	completed	Contracts put in place with NVDPL and Surrey to extend KAPA service for other licensing products that require privacy-aware SIP authentication
	<b>Member &amp; Stakeholder Engagement / Concern for Community</b>			
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.
		Stakeholder meetings	Upcoming	Province of BC; National Network for Equitable Library Service; Realize Co-op; (BC) Provincial Digital Library, BC Co-op Association
	<b>National Network for Equitable Library Service (NNELS)</b>			
x		Software Development	Completed & Ongoing	MARC Export Update: Phase 3 of testing completed; feedback compiled and sent to developer for integration into code; final changes are being made to MARC Exporter. Once complete, will send over to SILS for review.
		Implementations	Ongoing	West Vancouver Memorial Library launched.
x		Training & Presentations	Completed & Ongoing	Presented at the Shortgrass Library System conference; training for Red Deer Public Library and West Vancouver Memorial Library, for their new connectors; NNELS Training for NWT; submitted conference proposals to BC, SK, and MB (AB conference proposal accepted; APLA still to come).
x		Content production	Completed & Ongoing	Published 22 Inuktitut books from Inhabit Media; published the British Columbia's National Award for Canadian Non-Fiction 2018 titles; worked with ebookcraft organizer and ebook developer Laura Brady to fine-tune our EPUB 3 production workflows.
		Content coordination	Completed & Ongoing	3 new Production Assistants hired thanks to a grant from AB; MB Production Centre is finishing up production with a few last titles, and may potentially disband due to provincial budget shifts; NNELS is now producing EPUB 3 with media overlays (synchronized audio), in addition to DAISY 2.02, DAISY 3 and e-text. EPUB 3 is the successor to the DAISY format;

		Operational Call	Ongoing	The NNELS video planning continues apace with Kim Johnson (AB), Catherine Kelly (NS), and Anne Walsh (NWT) assisting. We are communicating with production companies, who seem very interested in helping tell the story of accessible reading.
		Jurisdictions call	Ongoing	In person Funders Meeting at OLA on Jan 31, 2018
		Communications	Ongoing	Social media presence; correspondence; new NNELS promotional materials in English and French copy.
		Regulatory environment	Ongoing	<p>NNELS National Network Model launched in Oct 2017 -- getting lots of interest from Ontario libraries and stakeholders. See below:</p> <p>Telephone presentation to CFB, new Ontario Chapter: Erik Burggraaf wrote, "I am getting calls from people who couldn't be there asking me to catch them up. We have substantial interest in making NNELS part of Ontario Libraries, thanks to you. Thanks again for everything. You really empowered people here with everything we need to make change in our library systems and we appreciate all your hard work."</p>
		Software Development	Ongoing	Ongoing work in the MARC Export area of NNELS.ca
		Operational Call	Ongoing	Monthly call of jurisdictional operational representatives
		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
	<b>Operations / Systems</b>			
*		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	Completed first draft of report for provincial working group on Library Connectivity. Facilitate kickoff meeting.
		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.
		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 easier 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).
		<b>Personnel</b>		
		Personnel Committee	Ongoing	Personnel Committee is leading the effort to find a new Managing Director 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.
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	BC Artscape's Sun Wah Building identified as priority choice for new office. Currently finalizing details of the sublease agreement. The Amp Co-working space was identified as a back up option, should there be any issues finalizing the Artscape lease, but expecting to sign on by end of January, with potential occupancy on March 1st, allowing a month of overlap with current lease. Planning for move and logistics underway.
		<b>Sitka &amp; Evergreen</b>		
		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. Staff are continuing to follow to encourage remaining Sitka public libraries to participate in wider BC ILC zone.
		Sitka Community calls	Ongoing	Nearly 30 library staff participated in the November 28, 2017 Sitka Business Function Group call, which focused on sharing advance information about the upgrade to the web client in May, including a number of new features. Next Sitka BFG will be in April.
		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 were offered in November 2017, with 27 library staff participating. Four webinars on two topics are planned for January/February 2018.
		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 members received significant return on investment for the Pilot year of the MassLNC Development Initiative, pooling funds with several other large Evergreen organizations. With an investment of US\$10K in Year 1, Sitka received services valued at nearly US\$80K. Services received include: new feature development, enhancement of existing features, bug fixes and project staffing. Many of these will be realized in Evergreen Version 3.0, to be implemented in May 2018. Sitka's Year 2 contribution to this initiative is US\$15K. Since convening for Year 2 in August 2016, 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.
		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	University Canada West (Vancouver) joined Sitka in December and Dawson Creek Municipal Library will join Sitka in October 2018.
		Potential new members	Ongoing	Continuing to respond to regular requests for information and presentations.
		Potential new members	Ongoing	Provided quotes for 4 library post-secondary consortia to host standalone Evergreen instance or to join Sitka. PIA review underway, answering additional questions.
		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
--	--	---------	---------	---