Completed?	Theme	ACTION	Status	Deliverable(s)
				BC Libraries Cooperative CONFIDENTIAL Operational Report for the period December 1, 2019 - January 31, 2020
	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 2019.12.31
x		Financial statements distributed	Completed	Financial statements distributed through 2019.12.31
	Governance			
		Board meetings	Ongoing	Regular schedule
		Governance Sub Committee	Ongoing	Regular schedule
	LibPress & Web Design & Hosting			
		Web Development	Ongoing	Delivered beta version of stats website for collection of post-secondary library directors, final iterations in progress before developer departs Coop.
		LibPress	Ongoing	Completed work on new French site for MB library, new library site for MB library; ongoing work to launch 2 new libraries (BC & MB) in pipeline for in early 2020.
x		Web Development	Completed	Created and hosting a site for the submission of Microgrant proposals
	Librarytoolshed.ca			
		Expanded Offerings	Ongoing	New content type for "Policies" developed and being pre-populated by steering group members in anticipation of early 2019 launch. Continue to develop
	Licensing - BC & Manitoba Licensing Consortium Inc (MLCI)			
		(BC) Product Renewals	Ongoing	Completed all of the BC year-end renewals, currently reviewing vendor invoices for payment. Libraries transitioned to unlimited RB Magazines on January 1, at no extra cost.
		(MLCI) Product Renewals	Ongoing	Completed MLCI renewals including TumbleBooks, NFB Campus, RB Magazines, Statista. Sent out EBSCO Western Canada eBook offer from BCELN, TAL, COPPUL
		(BC) Licensing BFG Meeting	Ongoing	LBFG meeting held January 16, 2020
		(BC) New product evaluation & pricing	Ongoing	None for this period.
		(MLCI) New product evaluation & pricing	Ongoing	None for this period.
		(BC) Library2go - shared Overdrive Collection	Ongoing	Circulation in 2019 reached an all-time high of almost 1.1M. We have an extension to complete the Francophone affairs grant purchasing, due to a large selection of French materials from major publishers soom to be available in OverDrive. Targeting a March launch date and announcment.
		(BC) Summits, Presentations, Stakeholder Engagement	Ongoing	Revisions to the Consortia Canada Model license are underway. Next meeting will be at the end of Feb. Virtual eBook Summit planning underway, tentative date is May 21. BC Participation in CULC's One eRead Canada committee by a few BC members, including TS.
		(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 and more.
		(BC) New LBFG Chair	Completed & Ongoing	Jennifer O'Donnell from NVDPL is the current LBFG Chair. Her term will be up in June 2020, currently seeking interested member representative to start June 2020.
		(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 Surrey API code as well as our own AuthAPI code for Evergreen
		(BC) Authentication Support	Ongoing	Continued hosting service for 3 existing customers. Completed implementation of ezProxy integrated with libraries ILS (not Evergreen) for new member library. Responded to 2 new inquiries for ezProxy hosting from non-Evergreen libraries. Testing authentication integration with Evergreen to ease maintenance burden on sysops staff.
	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 Plan	Ongoing	Staff Communications Committee continuing to operationalize and further the recommendations of Communications Action Plan stemming from the Boldt Communications engagement & the Co-op Strategic Plan. Next communiqué is being developed to showcase the strat plan. Working with graphic designer to create strat plan look/feel for website, with aim to launch for start of new fiscal year.
	National Network for Equitable Library Service (NNELS)			
		Software Development	New & Update	Web Projects Assistant implemented the second enhancements package on the NNELS Production site; this package touches on some screen reader functionality throughout NNELS.ca **(X)**

		Implementations	New & Update	Working with 2 sites in BC to implement NNELS Connectors. One is an academic, which has a different configuration so a script will be developed to authenticate print disabled users at this site. **(X)** One is a public library, and we have received test accounts, and are now waiting for network access. Working with a large consortium of academics in Nova Scotia that want to have a NNELS Connector built; test accounts received, network access granted, and working through library policy now. **(X)** Academic from Saskatchewan reached out about NNELS Implementation; conversations ongoing. **(X)** BC -- VIU NNELS Connector enhancement complete; training complete; site is LIVE **(X)** NS -- NOVANET NNELS Connector is complete; site training complete; site is LIVE **(X)** SK -- Christ The Teacher Catholic Schools; site is LIVE **(X)**
		Training & Presentations	New & Update	Presented at Frankfurt Book Fair's International Convention of University Presses (the largest book fair in the world) about NNELS's work to create an accessible reading ecosystem in Canada: https://www.buchmesse.de/en/visit/conferences/international- convention-university-presses. **(X)** 3 members of the grant staff went to the Connecting the Dots, CNIB conference in Toronto on Oct 29 & 30. **(X)** Planning for the Accessible Publishing Summit 2020 complete! With a steering committee established. Dates are January 26 and 27th in Toronto. **(X)** 2 OLA presentations for Jan 2020: 1) presenters Laurie Davidson, Daniella Levy-Pinto and Laura Brady - Accessibility by Design; the promise of accessible publishing. Session is on Jan 30, 2020. Another presentation with Daniella Levy Pinto and Diana Davidson on a panel with eBOUND, CELA and Canadian Heritage and House of Anansi called "Born Accessible: Libraries, Publishers and the Government of Canada's Efforts to Realize the Dream of Inclusive Publishing" **(X)** NNELS grant staff and accessibility testers will be doing 3 presentations at ebookcraft in Toronto in March 2020. **(X)** NNELS accessibility testers successfully did a session/demonstration at the ACP (Association of Canadian Publishers) Meetings on January 28, 2020 in Toronto. **(X)**
		Content coordination	New & Update	Exploring an EPUB-only production workflow using new production tools; Federally funded projects are ramping up, including work on: an EPUB to DAISY converter in collaboration with the DAISY Consortium, and an accessible ebook creation video series for publishers. Evaluating some eBook Production solutions: Book-A-Lope, and the NAC Tool (developed by one of our Accessibility Testers). NNELS Production Assistants produced 10 books upon reader request in the month of December. 21 new audiobooks from Recorded Books published thanks to federal government grant funding. Filming and scripting completed for the educational video series on creating accessible ebooks. Audiobook narration work continues. A total of 11 Canadian books never before available in audiobook format have been completed and are available for readers on NNELS
		Operational Call	New & Update	NNELS Promo Video Update: French/English voice actor hired; video will be wrapping up soon.
		Jurisdications Call	New & Update	Focus on NNELS 2020/21 Budget Approval Focus on NNELS Strategic Planning for April 4/5. Focus on generating 2019 NNELS Annual Metrics.
		Communications	New & Update	 Braille is Literacy' story released (https://nnels.ca/news/braille-literacy) **(X)** 'Canada Reads Shortlist' story released (https://nnels.ca/news/2020-canada-reads-shortlist) **(X)** 'How do you read' survey released (https://nnels.ca/2020-Reading-Survey) **(X)**

		Regulatory environment	New & Update	Working with BAnQ on a partnership agreement. Still evolving. At the AGM in Geneva, the DAISY Consortium approved NNELS as an associate member **(X)**
		Grant	New & Update	English language publishers to assess their workflow and make recommendations on best practices in accessibility. With 6 of these publishers, we will be working in partnership with eBOUND, as a part of a broader project for PCH (Heritage Canada). We have also begun work working with 6 French language publishers in conjunction with ANEL - this project is also funded through PCH. NNELS has signed consulting contracts with ACP/eBOUND for 2 pieces of work: - Landscape review landscape review on reading needs, habits and preferences of people with print disabilities in Canada, through a survey and focus groups. We have hired a consultant to help us with the survey design and focus groups. Tentative timeline will be for focus groups and survey to happen mid-January to end of February. - Review of Training Needs of Librarians on Accessibility - work will begin in on this in the New Year. Held another successful Accessible Publishing Summit - Over 60 invited participants gathered on Jan 26 & 27, and our facilitators (the same as last year) at the 519 in Toronto. VIRN has begun work on our 6 Print-Braille Titles (5 English and 1 French) that will be distibuted to the provinces and territories by end of March. Upcoming Braille release with At Bay Press in December, and Disfigured from Coach House Books (announcing in collaboration with CELA). More upcoming. Also held a host library Braille call to discuss and understand needs of our host libraries and the Braille collection. Hired a Audiobook Recording Project Coordinator in December to help with planning and coordinating our volunteer recording program with libraries.
	Operations/Systems			
		Networking	Ongoing	Replaced 2 failing routers with new hardware; in process of migrating internal routing protocols so as to mitigate complexity in our networking stack
x		Hosting	Completed	Implemented new inventory and mapping tool (netboxes) to replace aging racktables software
x		Hardware	Completed	Destroyed backlog of harddrives and tapes that were retired from hosting facilities.
		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.
	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
	Sitka & Evergreen			
		Sitka Community calls	Ongoing	The Fall Sitka Business Function Group teleconference was held in November 28th and there was agreement to form an ad hoc cataloguing committee with a focus on Decolonizing Description in Sitka. 30 staff from Sitka libraries expressed interest in serving on the committee with a goal of bringing recommendations to the Sitka BFG's spring meeting. The Committee will meet via webinar on February 5th to review Terms of Reference, including consultation with indigenous community members and groups and to confirm goals and deliverables. The Committee is scheduled to meet in March and April, with a view to bringing preliminary findings and/or recommendations to the May Sitka BFG meeting.
		ECDI: Angularized Acquisitions testing of Sprints 1, 2, 3, 4		Sitka staff have provided input on development and are participating in testing of the first 3 sprints to move Acquisitions from xul to Angular. Sprint 3 testing will begin in February and development of specifications for Sprint 4 are underway. 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.
		ECDI: Geographic Proximity Sort		Sitka staff have contributed to the development of specifications for sorting by geographic proximity
		ECDI: Limit by available		Sitka staff have contributed to the development of specifications for a "limit to available items" feature in the catalogue
		Continuing Training	Completed & Ongoing	Four upgrade webinars were offered in Fall 2019 with ~80 library staff participating. Staff are now developing Spring webinar content and training schedule.

		Development - Partnerships	Ongoing	Evergreen Indiana has assumed oversight of the Evergreen Community Development Initiative (ECDI, formerly run by MassLNC). BCLC (Sharon, Shannon, David Christensen) continues to participate in monthly meetings with ECDI. (see specific ECDI initiatives above) Funded development priorities now in progress include: Hopeless Holds (3.4 release expected); Update Hold Notification (Dealing with final bugs); Patron Alert Consolidation (Test code expected by September 30); Angular Acquisitions - Sprint 0: 3.4 release, Sprint 3 contract signed, code due end of December, Sprint 4: Spec revision on the way; Geographic Proximity Sorting (Initial consultation and awaiting updated specifications); Did You Mean? (2nd phase consulting underway; due end of December 2019). With funding from VIU, VCC, Camosun and Selkirk, the Co-op entered into an agreement with Jane Sandberg at Linn-Benton Community College in Albany, OR to develop several improvements to Evergreen Booking, which are now complete and targeted for v 3.4: - A redesigned interface for creating new reservations; - Better management of existing reservations, including a central management screen for staff and the ability to edit existing reservations; - Allowing staff to add, edit, and remove notes about specific reservations; - Porting several Booking interfaces to Angular - Resolution of several outstanding bugs
		New member libraries	Ongoing	Allard Library (MB) and Northwest Regional Library (MB) will join Sitka February and March 2020. Richmond Child Care Resource Centre and North Shore Child Care Resource Centre will join in Q2/3 2020. Training and data migration profiling are underway.
		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 and Developers' working groups (most meet at least quarterly, some monthly)
		New features and services	Ongoing	Sitka staff rolled out a new feature in January: Opt-in for 3 Day Courtesy Notices by SMS (text message). The LDAP pilot at VCC has gone smoothly. In discussion with staff at two other post-secondary libraries to implement, however this service is not "cookie-cutter" so continued review and pacing is required.
		Evergreen Upgrade	Ongoing	The upgrade to version 3.3 was completed in October 2019. The upgrade to version 3.5x is scheduled for the May 2020 long weekend (Victoria Day)
x		Libraries Branch Annual Statistics	Completed & Ongoing	Annual Statistics for BC public libraries using Sitka's Evergreen and websites hosted by the Co-op have been completed and submitted to Librarians Branch.
Personnel				
		Community Recognition		Christine Burns, Co-op Support Trainer/Help Desk Specialist was honoured as the first Evergreen Community Spotlight of 2020 https://evergreen-ils.org/evergreen-community-spotlight-christine-burns/ Christine is the 3rd Co-op staff member to be recognized by the wider Evergreen community in the past year: Jeff Davis was granted Evergreen Code Committer status in October 2019 and Jennifer Pringle was recognized as Contributor of the Month in February 2019 by the Evergreen Outreach Committee.
		Staffing	Ongoing	Co-op Support's new Tier 1 Help Desk Specialist position has been in place for 3 months and is working very well. Cross-training priorities continue for the Data/Migration Coordinator role.
Systems Group				
		Security	Ongoing	Working on implementing internal intrusion detection software within Co-op's internal network. This is software that analyzes traffic between co-op servers and alerts systems staff to any unusual traffic which might indicate a breach has occurred. Installation is ongoing.
x		Authentication Support	Completed	Attempted installs of both CAS and GLU (multi-auth support) servers with the aim of piloting open standard authentication for both licensed resources and other online services. Result of efforts were the determination that this software is currently beyond existing Co-op staffs abilities and duties. If such an effort is desired, it needs to be separately resourced with a solid business case attached.
x		Networking	Completed	Purchased and installed replacement router to deal with ongoing issues to old infrastructure
x		External Hosting	Completed	Provided quote to external province-wide digital library consortia on hosting their infrastructure in cloud-based service