

| BC Libraries Co-op CONFIDENTIAL Operational Report for the period November 21, 2016 through January 25, 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 | | | |
| | | West Beyond the West Portal (WBTW) | Ongoing | The Co-op hosts the WBTW portal at: http://westbeyondthewest.ca/ - stemming from our involvement in the BC Digitization Coalition |
| | | (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 | Agreement drafted to develop French language support for Manitoba for 2 initial libraries |
| | | 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 mockups approved, development proceeding for a mid-February launch |
| | | 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 ABCBP titles |
| x | | (BC) Authentication Support | Completed | KAPA authentication service for Overdrive fully migrated to Coop infrastructure |
| x | | (BC) Authentication Support | Completed | Implemented EZProxy service for Northern Lights College |
| | | (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 LBFGB Chair | Completed & Ongoing | LBFGB Meeting held Nov 17, 2016 |
| x | | (BC) Authentication Support | Ongoing | Initial planning to migrate ezproxy service for Provincial resources from (BC) Libraries Branch servers, and possibly expand to a larger ezproxy hosting service. Quotes provided by OCLC. Looking at alternatives to ezproxy for Provincial resources. |
| 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 LBFGB Meeting scheduled for March 2017 |
| | | (BC) New product evaluation & pricing | Ongoing | New products for LBFGB: Comics Plus, One Play and Artist works launched in January. Discounted consortial pricing for Lynda.com received, for new subscribers only. Gale Courses available, but working on an opt-in discount with vendor, demo scheduled in February. Naxos Streaming Music discount available, trial extended. Working group met to investigate eBook platforms and self-publishing options, looking at Cloud Library, Cantook station, and potential for Coop hosted custom solution. |

| | | | | |
|---|--|---|---------------------|--|
| | | (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 | Second round of Zinio libraries launched January 3, 2017. |
| | | (MLCI) New product offer communciations | Ongoing | EBSCO Western Canada eBook offer sent to libraries via MLCI group on website. |
| | | (BC) Self Publishing platform | Ongoing | Investigating Odilo, Biblioboard and potential for in-house open source platform. Working group established to investigate options and make recommendations. Working group met January 12; working on a list of requirements and nice-to-have features for platform functionality and support. |
| | | Support | Ongoing | 9x5 Co-op support; 24 x 7 emergency Co-op support |
| | 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 Musem, BCNet |
| | | CONCAN & OLA | Upcoming | Licensing staff will attend the OLA tradeshow & Consortia Canada meetings in Toronto |
| | | Conference Planning | Ongoing | A member of Co-op staff are working with staff from FVRL and WVML to organize an all-day pre-conference workshop at the next BCLA conference focused on issues facing IT in libraries. |
| | National Network for Equitable Library Service (NNELS) | | | |

| | | | | |
|---|--|-----------------------------|---------------------|---|
| x | | 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 | Distributed Accessibility Training (3 weeks) provided in AB; NNELS Technology (in-person) provided in AB to Northern Lights Library System; telephone training on NNELS 101 provided to Maskwacis Community School in AB; Neil Squire Society co-presentation done on Nov 22, 2016 in BC. |
| x | | Content production | Ongoing | BC Summer Reading Club (SRC) and TD SRC underway; gift of 10k from BC for content being allocated; Canada Reads production underway; AB 1000 ebooks are being received, and MARC records are arriving in batches. |
| x | | Project Management | Ongoing | VA International Exchange Agreement has been revised and is ready for approval from Ben; AB NNELS Production Assistants search is underway, and applications are being recieved; University College of the North (MB) implementation underway, and site contact is gathering information for web development piece; budget finalized. |
| x | | Operational Call | Completed & Ongoing | Monthly call of jursidictional operational representatives; next call is Feb 14th, 2017. |
| x | | Jurisdictions call | Completed & Ongoing | Funders calls are back on schedule; in-person meeting in Toronto will take place on Feb 2, 2017. |
| | | Content coordination | Completed & Ongoing | Giller Awards completed; GG almost completed. |
| | | Communications | Ongoing | Social media presence; correspondence |
| | | Regulatory environment | Ongoing | Canada became the 20th country to acede 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. |
| | | Software Development | Ongoing | Ongoing work in the MARC Export area of NNELS.ca; Advanced Search project is now underway; metadata cleanup ongoing; statistical work ongoing; content production refinements ongoing |
| | | 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 April round 2 exercise |
| | | Disaster Recovery | Ongoing | Commenced 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. |
| | | Connectivity | Completed | Survey sent to 35 identified connectivity "hot spots" to determine current level of need. |
| | | 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 | Ongoing | Pilot project with 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, as well as transition strategies to see continuity of leadership. |
| | | 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 will be posted, likely in early February; Brahmina Burgess will not be renewing her limited term employment; her vacancy will be posted, likely in March |
| | | 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 |

| | | | | |
|---|------------------------------|---|---------------------|---|
| | | Annual one-on-one's | Ongoing | All Co-op staff connected with their supervisors for annual check-in / performance reviews during Q4 |
| | Sitka & Evergreen | | | |
| x | | Upgrade | Completed | The upgrade to version 2.10 was successfully completed on time and with very few issues on go-live day. Library staff have shared some positive feedback about the process |
| x | | Equinox migration services sub-contract | Completed & Ongoing | 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 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 | Next Sitka BFG teleconference will be in late February/early March 2017 (date TBD by poll). |
| x | | Feature Request Survey | Complete | Three of the top 5 feature requests from the 2016 survey were included in the upgrade to Evergreen v2.10 in May. One additional feature is being developed by ESI and in testing phase by Sitka staff and one will be reviewed for potential development in 2017. |
| x | | Acquisitions | Complete & Ongoing | Rossland (BC), Burns Lake (BC), Parkland Regional (MB) and Border Regional (MB) added Acquisitions in January 2017. |
| x | | Bibliographic record de-duplication | Completed & Ongoing | Adult Fiction bibliographic records were de-duplicated in early July with nearly 30,000 records merged. Large Print records were de-duped in September with over 800 records merged. Children's fiction records were de-duplicated in November, with over 24,000 records merged. Adult non-fiction records were de-duplicated in January and over 17,000 bibliographic records were merged. With over 70,000 records merged since July, search result lists will have significantly fewer duplicates resulting in more efficient access to materials for patrons. |
| x | | Continuing Training | Completed & Ongoing | Six webinars on three topics are scheduled for January - March 2017, with 54 participants registered so far. |
| x | | Resource Sharing - ShareIT | Completed & Ongoing | Live Shelf Status activation in ShareIT/OutLook OnLine via Z39.50 was completed successfully last month, with 8 libraries activated. 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 | Procedures for interested Sitka libraries to subscribe to ULS and/or WhiteHots for Shelf-ready services and/or on-order records were shared out on January 25th. This is an opt-in service |

| | | | | |
|---|--|--------------------------------------|---------------------|--|
| x | | Development - Partnerships | Completed & Ongoing | The Co-op has joined the MassLNC Development initiative along with consortial partners in Connecticut, Massachusetts and New Hampshire. The project is an opportunity for libraries and consortia running Evergreen to maximize their resources by pooling funds to sponsor exciting new features and important improvements for the open-source system. Participants have identified areas of common interest for feature development in the short term and are developing a short list of larger development project for the medium and long term. |
| | | Development - Staff Client re-design | Ongoing | Development of a new Evergreen staff client is underway within the international community; the first 3 of 6 develop "sprints" are now complete and community testing of Sprint 4 is underway. Sitka staff will continue to contribute testing and feedback to the final 2 sprints as they are rolled out this Spring. |
| | | New member libraries | Ongoing | In December, Piers Island added their collection to Sitka along with rest of Southern Gulf Islands. Sk'elep School (BC) has also joined Sitka and is in the process of cataloguing their collection. |
| | | Potential new members | Ongoing | Continuing to respond to regular requests for information. |
| | | 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. |
| | | 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 in mid-February. |
| | | Support | Ongoing | M-F Co-op support; 24 x 7 emergency Co-op support |