

BC Libraries Cooperative CONFIDENTIAL Operational Report for the period October 14, 2017 through November 20, 2017

	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. <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>
	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 2017.09.30
x		Financial statements distributed	Completed	Financial statements distributed to Finance Sub Committee through 2017.09.30.
	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			
x		Hosting & web support	Completed & Ongoing	Launched new VM for Penticton Public Library website hosting
x		Hosting & web support	Completed & Ongoing	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
		Hosting & web support	Ongoing	Load-balanced site and bot defences implemented to improve site responsiveness. Longer term, upgraded server with latest PHP and OS being built
		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	Completed	Mobile theme developed and deployed to server.
		Usage Reporting	Completed	New stats reporting pages developed for each partner showing resources contributed and used by each
		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	In October - November timeframe, 2 renewals complete. Start on negotiations for big year end renewal push (25+ vendor negotiations). Survey sent out to Library2go Overdrive members for feedback on next year's price increase and optional features.
		(MLCI) Product Renewals	Ongoing	In October-November timeframe, 3 renewals complete (including the big EBSCO renewals), 2 pending.
		(BC) Licensing BFG Meeting	Ongoing	LBFG Meeting held Oct 12, 2017. Next one scheduled for Dec 7, 2017
		(BC) New product evaluation & pricing	Ongoing	New products for LBFG: Libraries continue to evaluate language learning products. Investigating the following products for potential licenses: Kanopy Streaming, Niche Academy, DiscoverLocal from Demco, HR Downloads, Metrix Learning, CountryWatch, Transparent Languages, Pronunciator, ACF Disney Products, SimplyE. Licensed Product Selection Survey closed Nov 17. Results to be reported out shortly.
		(MLCI) New product evaluation & pricing	Ongoing	Two new Zinio/OneClick libraries added to shared Manitoba account launched Aug 1, 2017. Working on rolling out new access URLs to all Zinio subscribers for the new integrated app. Sent out call for new libraries to start January 1, 2018.
		(BC) BC Books and Self Publishing platform	Ongoing	Investigating the 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. Working group established to investigate options and make recommendations. We have received pricing from 3 of the vendors.
		(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 TBD. Actively looking for director level participants.

		(BC) Library2go - shared Overdrive Collection	Ongoing	New site launched Oct 31, so far feedback is positive. OverDrive renewal survey closed on Nov 17, results are being tabulated and will be reported out shortly. October's Big Library Read (simultaneous use book club), "The Hundred Lies of Lizzie Lovett" by Chelsea Sedoti ebook was checked out 831 times, audiobook 87 times in the two week period.
x		(BC) Ebook and Digital Content Summit	Completed & Ongoing	2018 eBook and Digital Content Summit planning to be discussed at December LBF.
		(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
		(BC) Authentication Support	Ongoing	Contracts put in place with NVDPL and Surrey to extend KAPA service for other licensing products that require privacy-aware SIP authentication
	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.
x		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
	National Network for Equitable Library Service (NNELS)			

x		Software Development	Ongoing	<p>Changes made so that informational documents can be added to the NNELS repository: documents have a persistent link, do not require a login, do not appear in the NNELS Title Search, and can be updated by administrators; Publisher Field data has been moved from Title Level data to File Attachment Level data.</p> <p>MARC Export Update: testing has wrapped up, and file exports are generating as required in the testing environment; tool has been developed to help move the data structure from test environment to Production Server; next step is the manual move of the mapping structure over to the NNELS Production server.</p>
x		Implementations	Ongoing	West Vancouver Memorial Library launched.
x		Training & Presentations	Ongoing	Presentation for Shortgrass Library System on Oct 16, 2017; NNELS Strategic Planning Session in Winnipeg over Oct 24-25.
x		Content production	Ongoing	Published 61 new ebooks thanks to Heritage Group; published Governor General's Literary Awards Winners; published FVRL Reading Link Challenge books in cooperation with Fraser Valley Regional Library; 26 titles produced by NNELS in October, which includes 5 patron requests.
		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;
x		Operational Call	Ongoing	Monthly call of jurisdictional operational representatives; next call is Nov 21, 2017.
		Jurisdictions call	Ongoing	NNELS Funders meeting/strategic planning meeting in Winnipeg Oct 23 and Oct 24; staff in attendance for Strategic Planning.
		Communications	Ongoing	Social media presence; correspondence; new NNELS promotional materials in English and French copy.
		Regulatory environment	Ongoing	NNELS National Network Model launched in Oct 2017: NNELS Service will be extended nation-wide and users in non-participating provinces will be able to access the NNELS Collection for free (NNELS Connector and NNELS Production will be charged for if requested). Supported and approved by NNELS Funders Group.
		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
	Operations / Systems			
		Disaster Recovery	Ongoing	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	Completed & Ongoing	Continued consulting with Ministry on connectivity and re-write of Connectivity Survey to target all libraries, for circulation by Ministry in October.
		Phones	Completed & Ongoing	Put in place contracts with 4 library federations (NWLf, NCLF, NELF, KLF) to provide teleconferencing services and in some cases (NELF, NCLF) full phone services. Currently investigating scheduling approach to manage load.
		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.
		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	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	Co-op staff to bring forward a recommendation with costing to the November Finance Committee and Board
		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. Staff are following up on report to Libraries Branch to encourage remaining Sitka public libraries to participate in wider BC ILC zone.
		Sitka Community calls	Ongoing	Planning for November 28, 2017 Sitka Business Function Group call.
		Acquisitions	Ongoing	Call for interest for libraries interested in adding Acquisitions for 2018 was issued in June. Kimberley will be adding Acquisitions in January 2018.
		Bibliographic record de-duplication	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 October 2017, with 19 library staff participating. Two training sessions are planned for November.
		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	Evergreen's new web client version will be released to the community this Fall. Sitka staff have been involved in testing through the development phase and will complete more intensive testing, as well as development of documentation, training materials and communications plan. Targetting Spring 2018 for Sitka upgrade, pending testing and planning processes this Fall.
		New member libraries	Ongoing	University Canada West (Vancouver) will join Sitka in December and Dawson Creek Municipal Library will join Sitka in Fall 2018
		Potential new members	Ongoing	Continuing to respond to regular requests for information and presentations.
		Potential new members	Ongoing	Developing quote for 4 library post-secondary consortia to host standalone Evergreen instance

		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.
		Support	Ongoing	M-F Co-op support; 24 x 7 emergency Co-op support