

BC Libraries Cooperative CONFIDENTIAL Operational Report for the period September 1, 2017 through October 13, 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 2017.08.30
x		Financial statements distributed	Completed	Financial statements distributed to Finance Sub Committee through 2017.08.30.
	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	Ongoing	Mobile theme being redeveloped in house as initial work by contractors did not meet requirements for use with mobile devices.
		Usage Reporting	Ongoing	Based on new site design and incorporation of piwik into the new theme, detailed reports about resource usage, including individual downloads, being developed for next partners meeting October 26,
		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 September-October timeframe, 3 product renewals completed and 2 in process for British Columbia. Two new Mango subscribers.
		(MLCI) Product Renewals	Ongoing	In September-October timeframe, continue to work on the large Ebsco renewal, 2 renewals complete, 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. All to be included on member survey to select three for consortial pricing.
		(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.
		(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 and ideal suite of digital resources. First meeting in November.

		(BC) Library2go - shared Overdrive Collection	Ongoing	Overdrive Selections Committee met Oct 4. Review the remaining budget and adjusted selectors' allotments for 2017. Allocated funds towards selection of expired titles with patron holds. New site preview made available to library staff, public rollout to start in late October. Preparing renewal survey to OverDrive subscribers, suggestion to shift more funds towards audiobooks.
x		(BC) Ebook and Digital Content Summit	Completed & Ongoing	Completed annual Ebook and Digital Content Summit on June 16. Also delivered a mini Ebook Summit at Beyond Hope in Prince George on June 12.
		(BC) New License Product Selection Survey	Ongoing	Introduced a new process for selecting which products to pursue consortial pricing. Twice annual licensing member survey to prioritize new product options. First survey to be sent Oct 2017.
		(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	Ported ezProxy server to provide access to Queen's Printers resources from PLSB hosted servers to Co-op managed ones
x		(BC) Authentication Support	Completed	Implemented EZProxy service for Columbia Bible College
	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	Internal development work completed to prepare for the National Service Model, this also included the creation and translation of several Access Agreement documents; NNELS MARC Exporter project continues, it is in a semi-testing phase now, and preparations are being made to move infrastructure over to Production; change made to Geolocation Database on used for NNELS metrics so Yukon metrics are tracked more accurately -- Yukon data is solid; enhancements made to Drupal so images can be used in content, and links to public documents are allowed.

x		Implementations	Ongoing	Brandon University (MB) launched
x		Training & Presentations	Ongoing	Staff attended Diversity by Design conference in Toronto; presentation on 'How to Record AudioBooks' at Northern Lights Conference (AB); presentation on '10 Ways to Make Libraries More Accessible' at the Rural Libraries Conference (AB).
x		Content production	Ongoing	Produced the Scotiabank Giller Prize 2017 shortlisted and longlisted titles; published 233 titles from Orca Books, including 44 excellent fiction and non-fiction read-along titles (with synchronized audio narration) for children; published 27 new EPUBs thanks to UBC Press, includes lots of stimulating reads on Canadian LGBT and environmental topics; started production of the Governor General Literary Award Winner titles.
		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		Project Management	Completed and Ongoing	No news on SPDD-P Grant; creating a NNELS Partner page -- working with jurisdictions to get permission to use logos, and have permission from our international partner, Vision Australia, to use logo.
x		Operational Call	Ongoing	Monthly call of jurisdictional operational representatives; last call was October 17, next call is TBD.
x		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.

		Hardware	Completed	New ganeti cluster hardware acquired & built providing VM capacity well into 2019.
		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.
		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	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			
		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
		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 plan to bring forward a recommendation with costing to the November Finance Committee.
	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	Polling and planning for November 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 September 2017, with 21 library staff participating. Four training sessions on two topics are planned for October and 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	After a successful pilot year, the Co-op is again participating at the Collaborator level in Year 2 of the MassLNC Development initiative, along with several other large consortial partners in the US. Since convening 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	Headingley Public Library (MB) will join Sitka in November and University Canada West (Vancouver) will join Sitka in December.
		Potential new members	Ongoing	Continuing to respond to regular requests for information and presentations.
		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