

BC Libraries Cooperative CONFIDENTIAL Operational Report for the period May 26 - September 30, 2018				
	Theme	ACTION	Status	Deliverable(s)
Completed?	<b>Digitization</b>			
		BC Digital Library	Ongoing	November 1 BCDL meeting will be attended by Ben and Dana. Expect to have more details about potential involvement/role for Co-op following that meeting.
	<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 2018.08.31
x		Financial statements distributed	Completed	Financial statements distributed to Finance Sub Committee through 2018.08.31
	<b>Governance</b>			
		Board meetings	Ongoing	Regular schedule
		Governance Sub Committee	Ongoing	Schedule TBD pending review of policies and development of workplan
	<a href="http://Imaginebc.ca">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>			
		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; 3 existing libraries have now launched as bilingual sites, 1 more new ones in the works
		Hosting & web support	Ongoing	new BCLTA site finally launched first week of October
		Hosting & web support	Ongoing	began hosting new BCLiblearn site on behalf of NCLF/Ministry
		Privacy and Security	Ongoing	Implemented GDPR-compliant alerts on both Toolshed and Co-op Web. Will do same on LibPress but waiting to communicate with community as needs their assent.
		Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
	<a href="http://Librarytoolshed.ca">Librarytoolshed.ca</a>			
		Content growth & community participation	Ongoing	Quarterly Co-op facilitated calls with 4-Province committee
		Expanded Offerings	Ongoing	Merger of programmes into resources to make way for new content type "Policies" ready for mid-October. Continue to develop badging platform for sector-wide PD opportunities.
	<b>Licensing - BC &amp; Manitoba Licensing Consortium Inc (MLCI)</b>			
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 LBFGB Chair	Completed & Ongoing	Jennifer O'Donnell from NVDPL is the new LBFGB Chair, one year term with option for two.
		(BC) Product Renewals	Ongoing	BiblioCommons renewal complete, all libraries renewed. Continuing to transition Lynda.com subscribers to the Co-op license. BookFLIX renewal underway. Consortia Canada Encyclopedia Britannica renewal complete. Start of year end renewal push with over 90% of all products renewing.
		(MLCI) Product Renewals	Ongoing	EBSCO eBooks, ACM Digital Library, NFB Campus, ASTM Standards, RDA Toolkit renewals all completed. Repere, BIG K-12 and Public Library EBSCO core, Mango and Statista renewals underway or completed. Consortia Canada Encyclopedia Britannica renewal complete.
		(BC) Licensing Statistics	Done	Statistics for number of subscribed resources per library and usage for primary Co-op resources compiled and sent to the Libraries Branch mid-February. Statistics renewal project underway, compiling a list of available metrics for Libraries Branch.
		(BC) Licensing BFG Meeting	Ongoing	Next LBFGB meeting scheduled for November 15
		(BC) New product evaluation & pricing	Ongoing	New products for LBFGB: Streaming video products from RBDigital (AcornTV, Great Courses and others) offer sent to libraries, one library subscribing so far. Holding off on additional subscribers until RBDigital can resolve billing and content cap issues. Trials for My Canada, Road to IELTS, Macleans Archive and Cricket Media.
		(MLCI) New product evaluation & pricing	Ongoing	Statista Consortia Canada pricing available for MB post-sec libraries.
		(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 Published eBook/self-published collection included in proposal submitted to the Libraries Branch.
		(BC & MLCI) Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
		(BC) Digital Resources Member Consultation	Ongoing	The Provincial Core Collection Digital Resources Survey was designed based on input from the Consultation group and Libraries Branch staff. 67/71 libraries responded, almost a 95% response rate. Analysis and synthesis completed by a Consultation group as part of the LBFGB. The Consultation group completed the proposal and submitted it to the Libraries Branch in late August 2018.

		(BC) Library2go - shared Overdrive Collection	Ongoing	OverDrive selection team met in June 2018 and finalised the Collection Development Policy. The new Policy was approved at the July LBFG. Next OverDrive OverDrive Selections meeting will be held on October 10, 2018. We welcomed a new committee member, Natalie Porter from Powell River. Evaluation of the quality of OverDrive's MARC Express records to be completed before we cancel the OCLC MARC records.
x		(BC) Ebook and Digital Content Summit	Completed & Ongoing	2018 eBook and Digital Content Summit was held on June 22, after the AGM. There were 54 attendees, 13 speakers, 4 break out sessions and an after-Summit social at Steamworks.
		(BC) New Licensed Product Selection Survey	Ongoing	Fall 2018 Product Selection survey sent to libraries in September. Deadline is October 19.
		(BC) License Agreement review	Ongoing	Reviewing existing license agreements, creating and implementing a model license with all product renewals and new products.
		(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	Under contract, delivered code to Surrey Public Library to enable them to use KAPA as their local SIP server against a new API, allowing them to connect to other licensed products and self-host.
		<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); MassLNC Evergreen Development Initiative.
		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. Next communiqué is scheduled to be sent to members in late October.
		Stakeholder meetings	Upcoming	Province of BC; National Network for Equitable Library Service; Realize Co-op; (BC) Provincial Digital Library, BC Co-op Association
x		Community Engagement	Completed	Helped underwrite and co-organize a gathering of Library IT professionals as part of BCLA's Pre-conference Professional Development Institute. Performed post-event survey which had strong reviews for the event and a desire for further events and online community. Currently seeking home for online community and liaising with other sector events (code4LibBC) about cross-event collaborations.
		Community Engagement	Ongoing	Set up and administer new mailing list for burgeoning "BC Libraries and IT" community that has sprung out of the 2 preconferences we helped facilitate.
		<b>National Network for Equitable Library Service (NNELS)</b>		
		Software Development	Completed & Ongoing	<p>Fine-tuning the 'Pipeline Gadget', a tool making the production workflow more efficient and allows for large record loads; other changes in the system resulted in further work on Pipeline Gadget.</p> <p>Moved a major NNELS.ca site update over to the Production Server. This update included enhanced accessibility features being added to the site, the repositioning and highlighting of some elements (Login, Sign-up, Language Selection, Contrast Controls, and Search) on the NNELS.ca landing page, and the ability to place comments on titles in the NNELS repository.</p> <p>MARC Exporter and all of its architecture was moved over to the NNELS Production Server.</p> <p>Ongoing work with the NNELS Parser so record ingestion accords with the OCLC/LAC standard.</p> <p>Final revisions of the Cover Art project are being implemented in our development environment and will be live on our website soon.</p> <p>The database housing the NNELS repository is being replaced with Amazon S3. Amazon S3 has more support than the database we are currently on — CEPH. This change requires some process and procedural changes, as NNELS production group will need to learn new software to access the database.</p> <p>Moved to a lower-priority because of other needs, work continues on the NNELS API; this is a requirement to have NNELS as an option on the YourDolphin (<a href="https://yourdolphin.com">https://yourdolphin.com</a>) app, and will carry over to other apps and vendors.</p>

x		Implementations	Ongoing	Two sites from non-participating jurisdictions have signed Access Agreements: Welland ON, Collingwood ON. Burnaby Public Library live on April 12, 2018. Vancouver Island University signed an Access Agreement and has access to the NNELS Collection as of April 17th, 2018. Nunavut live as of May 14, 2018.  Coquitlam Public Library is ready for NNELS; proceeding on initial information gathering.
		Training & Presentations	Completed & Ongoing	Sabina presented at Provincial Conference in AB.  Kris presented at Provincial Conference in NB.  Sabina presented at a Shortgrass Library System manager's meeting in AB.  Jonathan made a presentation on accessible web development to Langara College's Library Technician program in BC.
		Content production	Completed & Ongoing	All titles purchased during SDPP-D grant are now available on NNELS.ca  Production of literary awards titles continues.
		Content coordination	Completed & Ongoing	Two new Production Assistants hired to replace vacancies.  New service agreement in place with Post Hypnotic Press that includes discounted a la carte recording services for NNELS and a cost-sharing arrangement whereby NNELS receives a 50% rebate when PHP negotiates an audio license to the work with the publisher.  Library and Archives Canada (LAC) will fund a subscription to OCLC; LAC has been reviewing NNELS MARC records and provided feedback on what needs to be revised in order to meet requirements so our records can be used in their catalogue, which has resulted in some additional development work on the MARC Exporter.
x		Operational Call	Ongoing	Working on preparing a NNELS needs assesment for 2019.
x		Jurisdictions call	Ongoing	Focusing on NNELS Governance conversations.
x		Communications	Ongoing	Federal Gov't approved first communication on \$1M SDPP-D grant; communication was released on Feb 15, 2018.
		Regulatory environment	Ongoing	First SDPP-D Grant report is up: <a href="https://nnels.ca/2018-sdppd-grant">https://nnels.ca/2018-sdppd-grant</a>
x		Software Development	Ongoing	Ongoing work in the MARC Export area of NNELS.ca
x		Operational Call	Ongoing	Monthly call of jurisdictional operational representatives
x		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>		
x		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	Calls with federation meetings to discuss Connectivity report. Wrote proposal for part time connectivity consultant to support current open funding calls. Liaised with North Shore libraries about ongoing efforts to connect to BCNet
		Connectivity	Ongoing	Continued participation in the Communications Infrastructure Committee of BC quarterly meetings
		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.
		Telecommunications	Ongoing	Purchased and in final steps to deploy new hardware-based FreePBX system which supports both all of Co-op's phone needs but also 4 federations.
		Staged Development and Codified Acceptance Testing Procedures	Completed	Majority of work to migrate off of puppet and onto ansible for co-op-wide configuration management needs completed. Some small bits remain regarding Evergreen that will be done post-upgrade.
		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.
		Security	Ongoing	Developed Co-op-wide Threat Model which led to a number of new security initiatives to be undertaken during 2018-19
		Storage	Ongoing	NNELS and Toolshed content migrated to Amazon s3 service. Modules re-written to manage uploads there instead of local CEPH. Last steps will be to roll into production mid-October with a goal of retiring local CEPH and reclaiming disk space by January 2019
		Storage	Ongoing	Migrated 4 more staff to sync accounts, Canadian-based encrypted cloud file sharing system.
		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).

		Emerging Services	Ongoing	Rolled out dokuwiki instance for VIU, training to take place Oct 19. NVDPL instance in waiting until they are ready to go
		Hosting	Completed	Helped with final migration of BC ELN's Outlook Online service off of Peer1 servers where we had helped host it on to SFU servers, allowing us to close the contract
		Hosting	Ongoing	Developed plan to migrate Co-op's Quickbooks and Payroll software to upgrade VM in November to avoid constant issues of an aging install.
		<b>Personnel</b>		
		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	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	Signed co-working agreement with past Co-op staff member Robin Johnson to work from Vancouver office in space we had available, generating revenue that underwrites the regular office cleaning bills.
		<b>Sitka &amp; Evergreen</b>		
		Resource Sharing - Interlibrary Connect	Ongoing	43 member libraries at over 60 branches continue to participate in Interlibrary Connect (ILC). Staff are continuing to encourage remaining Sitka public libraries to participate in wider BC ILC zone.
		Sitka Community calls	Ongoing	Darlene Dallman, Chair of Manitoba Spruce and Library Director, South Interlake Regional Library was acclaimed as Sitka BFG Chair at the June AGM. The next Sitka Business Function Group teleconference is being scheduled for November.
		Upgrades	Ongoing	Upgrade to Evergreen version 3.1 was successfully completed over the Victoria Day long weekend. Several bug fixes and additional new features have been added since the upgrade, with some additional bug fixes still pending.
		Acquisitions	Ongoing	A call for interest was issued in September for the next Acquisitions intakes in Jan/April 2019.
		Bibliographic record de-duplication	Completed & Ongoing	De-duplication work continues on a regular quarterly schedule.
		Continuing Training	Completed & Ongoing	Six webinars on three topics were offered in July and August 2018, with 59 library staff participating. Four webinars on two topics are scheduled for October and November and are now open for registration.
x		RFI for cataloguing services from materials vendors	Ongoing	Shelf-ready and on-order record processes are in place with ULS and White Hots, with 8 libraries have signed on for Shelf Ready service and 13 signed on for On-order records. Staff continue to offer this service to all current and new Sitka libraries.
		Development - Partnerships	Ongoing	Sharon, Shannon, along with David Christensen from Manitoba PLSB continue to participate in monthly meetings with the MassLNC Evergreen Development Initiative. Several of the development projects identified through this initiative were popular feature requests from Sitka libraries and were included in the new web client roll-out in May 2018. Year 2 of this initiative ended in August 2018 and the Co-op's return on investment was US\$210,000 in total development on an investment of US\$15,000. The Co-op will participate again for Year 3, at the rate of US\$15,000.
		New member libraries	Ongoing	Dawson Creek Municipal Library (BC) will join Sitka on October 22, 2018 and the aptly-named Evergreen Regional Library (MB) will join Sitka on November 6, 2018. Four post-secondary libraries - Vancouver Island University, Vancouver Community College, Camosun College and Selkirk College - have all signed SMAs and will join Sitka in spring 2019. Migration and training plans are well underway for all four.
		Potential new members	Ongoing	Continuing to respond to regular requests for information and presentations.
		Conifer	Ongoing	Co-op has provided hosting, back-end and O/S support for Conifer, Ontario's consortial Evergreen installation of 18 post-secondary and special libraries. From July 1, 2018 through June 30, 2019, the Co-op will provide additional support to cover a sabbatical leave for Dan Scott, Associate and Systems Librarian at Laurentian University.
x		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