

BC Libraries Cooperative CONFIDENTIAL Operational Report for the period July 1, 2019 - September 30, 2019

Completed?	Theme	ACTION	Status	Deliverable(s)
	<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 2019.08.31
x		Financial statements distributed	Completed	Financial statements distributed through 2019.08.31
	<b>Governance</b>			
		Board meetings	Ongoing	Regular schedule
		Governance Sub Committee	Ongoing	Regular schedule
	<b>LibPress &amp; Web Design &amp; Hosting</b>			
		Web Development	Ongoing	Began work on development and hosting of stats website for post-secondary libraries
		LibPress	Ongoing	Started work on new French site for MB library, new library site for MB library, with 2 new libraries (BC & MB) in pipeline for remainder of 2019 into 2020.
		LibPress	Ongoing	Transitioned maps used by service off of Google to avoid new charges created by Google trying to commercialize their services.
		External Hosting	Ongoing	Provided quote to another province's library association to develop and host new site for their association, conference and awards program. Work likely to commence in 2020.
	<b>Librarytoolshed.ca</b>			
		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 badging platform for sector-wide PD opportunities.
	<b>Licensing - BC &amp; Manitoba Licensing Consortium Inc (MLCI)</b>			
		(BC) Product Renewals	Ongoing	Completed the following renewals for BC: BiblioCommons (no price increase), and CPI.Q. Upcoming renewals: Encyclopedia Britannica (ConCan), Global Road Warrior, Bookflix
		(MLCI) Product Renewals	Ongoing	Completed the following renewals: Academic Ebook Collection (EBSCO), Oxford University Press, ACM, and ASTM. Upcoming renewals: Encyclopedia Britannica (ConCan), RDA Toolkit, MAngo and Repere.
		(BC) Licensing BFG Meeting	Ongoing	LBFM meetings held July 18, Sept 19. Next meeting Scheduled for Nov 21 at 2:30PM
		(BC) New product evaluation & pricing	Ongoing	Exploration of possible Lynda.com replacements, including Udemy [Gale], Medici.tv offer sent, deadline Oct 31.
		(MLCI) New product evaluation & pricing	Ongoing	Medici.tv Consortia Canada negotiations complete. Post sec-offer sent out, public offer deadline in Nov 2019
		(BC) Library2go - shared Overdrive Collection	Ongoing	Selection of French materials for the Francophone affairs grant (\$21,500) is ongoing thanks to 3 volunteers from member libraries (CRD, NV/DPL and Fort Nelson). "Express Collection" (aka Lucky Day) no holds pilot launched Sept 2, with just over 300 titles, both eBooks (loan period 7 days) and audiobooks (loan period 14 days). It's extremely popular, with about 275 titles checked out at any one time.
		(BC) Summits, Presentations, Stakeholder Engagement	Ongoing	Tami Setala will be the Consortia Canada chair for the next two years. Next Consortia Canada meeting scheduled for late November. In person ConCan social event planned for ConCan attendees of OLA. Idea for a Winter eBook Summit in Jan 2020 discussed LBFM, now committee will be formed in Fall 2019 to discuss. Lynda.com subscribers met several times to discuss advocacy work to prevent the migration of the Lynda platform to LinkedIn. Tami also met with libraries across Canada and the Western US to discuss strategy. Thanks to successful advocacy work on these fronts, Lynda has postponed the migration to LinkedIn indefinitely.
		(BC) License Agreement review	Ongoing	Reviewing existing license agreements. Draft model license based on SOLS' model license. Implementing with vendors as renewals happen.
		(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, responded to 2 new inquiries and should be hosting these by end of 2019. Tested authentication integration with Evergreen to ease maintenance burden on sysops staff.
		(BC) Authentication Support	Completed	Helped transition BC libraries off of ezproxy for access directly to BC Codes resources on Queen's Printer site. Access to Vehicle Inspection Standards via this same ezproxy server continues.
	<b>Member &amp; Stakeholder Engagement / Concern for Community</b>			
		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); MassLNC Evergreen Development Initiative.
		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 scheduled to be sent in March.
		Stakeholder meetings	Upcoming	Province of BC; National Network for Equitable Library Service; Realize Co-op; (BC) Provincial Digital Library, BC Co-op Association
	<b>National Network for Equitable Library Service (NNELS)</b>			

	Software Development	New & Update	<p>Added a new field to the repository to indicate whether a file is permitted to be shared or not (through the Marrakesh Treaty), and all the records have been updated with this information.</p> <p>Staff now have the ability to export the Subject Term list from the NNELS repository.</p> <p>Added the ability for NNELS.ca visitors to learn more about the types of files used when they are looking at titles.</p> <p>Copies for hardcopy and electronic braille can now co-exist in the repository.</p> <p>Met with the Accessible Books Consortium (ABC) to initiate the NNELS implementation with the ABC Global Book Service.</p> <p>Testing out the ALL Export function (this will allow NNELS to export selected groups of records and metadata from the repository).</p> <p>From LAST REPORT</p> <ul style="list-style-type: none"> <li>- A variety of fixes applied to the NNELS website, the most notable being: <ul style="list-style-type: none"> <li>- Resolved an issue with Cover Art where cached art was not being removed; (X)</li> <li>- File Publisher and File Date added to the user display; (X)</li> </ul> </li> <li>- Have made some progress on the data missing from records; a solution has been implemented that tracks where and when data is removed from records.</li> <li>- The Discussion Forums used by NNELS staff went through an upgrade. (FY18/19)</li> <li>- Some enhancements were added to the NNELS repository to support the ONIX-related accessibility data and to update the names of formats in NNELS. (FY18/19)</li> <li>- A practicum student worked with us from UBC for two weeks in April/May. The student's duties focused on converging the feedback collected on the accessible features of NNELS.ca into a document that can be used for future development projects for website accessibility. (X)</li> <li>- Did some work to put up a DAISY produced video called "Reading in EPUB" in multilingual captioning. (X)</li> <li>- Also added 3 additional videos created by the Accessibility Testers on EPUB accessibility. (X)</li> <li>- NNELS Production server was migrated to new server hardware on the BC Libraries Cooperative infrastructure. (X)</li> </ul>	
	Implementations	New & Update	Academic from Saskatchewan reached out about NNELS Implementation; conversations ongoing.	
	Training & Presentations	New & Update		
	Content production	New & Update	<p>23 titles produced by the NNELS team in the month of July.</p> <p>26 titles produced by the NNELS team in the month of August.</p> <p>The first ever fully accessible graphic novel version of the The Walking Dead, Vol. 1: Days Gone Bye is completed and released! A massive one-year undertaking and one- of-a-kind production inspired by a reader request.</p> <p>Production work begins on the Sootiabank Giller Prize 2019 titles.</p> <p>Met with CAER to share our ePub production workflow, guidelines and tools to encourage the greater production and use of the accessible and mainstream ePub format amongst K-12 and post-secondary readers across Canada. Our organizations look forward to further learning and collaboration with each other.</p> <p>Members of the NNELS team led OCU's Accessibility Virtual Huddle on Accessible Publishing.</p> <p>Collaborated with the Accessibility Secretariat of British Columbia to produce an internally developed framework in accessible formats titled, 'British Columbia Framework for Accessibility Legislation'. The report will officially be released on September 16th, 2019.</p>	
	Content coordination	New & Update	<p>Exploring an EPUB-only production workflow using new production tools;</p> <p>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.</p> <p>Evaluating some eBook Production solutions: Book-A-Lope, and the NAC Tool (developed by one of our Accessibility Testers).</p>	
	Operational Call	New & Update		
	Jurisdictions call	New & Update	<p>Public Services Librarian will be taking a leave starting in September 2019.</p> <p>Staff on-boarding is underway with the new Public Services Librarian, and the Web Projects Assistant.</p>	
	Communications	New & Update		
	Regulatory environment	New & Update	At the AGM in Geneva, the DAISY Consortium approved NNELS as an associate member	

	Grant	New & Update	<p>Two news stories were released on NNELS.ca showcasing the composition of the Accessibility Testing team, and its great work: NNELS Accessibility Testers: The Path to Accessible Publishing, NNELS Accessibility Tests: What We Learned</p> <p>Planning work continues with our partnership program with publishers. We have invited participation on 3 projects - Accessible Workflow Project, Braille Project, and the Purchasing Project with a deadline of September 30. We have had an excellent response so far. Our Braille project includes working with publishers on a simultaneous release of print titles with braille titles - 3 titles will be coming out in the fall. Our Accessible Workflow Project will pair accessibility testers with publishers to determine best practices on accessibility, and our purchasing project will add Canadian published content to the NNELS collection.</p> <p>We have hired 5 additional accessibility testers, with a range of print disabilities including learning disabilities and low vision. 2 of them are also bilingual (French/English). They are from all across Canada. They have a start date of October 7. Our team now has 10 accessibility testers.</p> <p>Service agreements have been signed with DAISY consortium and with VERN. DAISY will be doing further development on the ACE checker, accessibility metadata, EPUB to DAISY format generator and training materials. VERN will be working with us on the production of Print-Braille titles to be distributed to each of the provinces and territories.</p> <p>Planning for the Accessible Publishing Summit 2020 is underway, with a steering committee established. Dates are January 26 and 27th in Toronto.</p> <p>OLA presentation for Jan 2020 accepted: presenters Laurie Davidson, Daniella Levy-Pinto and Laura Brady - Accessibility by Design; the promise of accessible publishing.</p> <p>Frankfurt Book Fair (October 2019) - Farrah Little will be representing NNELS on a panel put on by the International Convention of University Presses on Best Case - Strategies and cooperation options for making content accessible to a broader audience.</p> <p>Starting in fall 2019, NNELS will receive additional funding (approximately \$200,000) from PCH/Heritage via eBOUND, ACP (Association of Canadian Publishers) and ANEL (Association nationale des éditeurs de livres) to do collaborative work in the areas of publisher accessibility education and publisher accessibility workflow. We are also engaged to do a Canadian-wide user study on the reading habits and needs of readers with print disabilities. All the projects in this bucket are also funded to provide quality employment opportunities for people with print disabilities. This work needs to be completed by March 31, 2020.</p>	
	<b>Operations/Systems</b>			
	Telecommunications	Ongoing	Contracted 3rd party service provider to assist with maintenance of FreePBX	
	Emerging Services	Ongoing	Continued research into viability of "virtual desktops" as a service for small libraries	
	Consulting / Connectivity	Completed	Delivered report on connectivity status and future directions to library federation as separate consulting contract.	
	<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	Twice monthly meetings: standing and new items	
x	Staffing	Completed	Submitted proposal to Canada Summer Student funding for co-op student position to assist with various web content duties. Proposal rejected.	
	<b>Sitka &amp; Evergreen</b>			
	Sitka Community calls	Ongoing	The Fall Sitka Business Function Group teleconference will be scheduled in November.	
	Angularized Acquisitions testing of Sprints 1, 2, 3		Support staff have provided input on development and are participating in testing of the first 3 sprints to move Acquisitions from xul to Angular. 6 additional sprints will be tested in the coming months and staff will identify any issues and establish timeline for roll-out to Sitka members when testing is complete.	
	Continuing Training	Completed & Ongoing	Four upgrade webinars were offered in September 2019 with ~80 library staff participating.	
	Development - Partnerships	Ongoing	<p>Evergreen Indiana has assumed oversight of the Evergreen Community Development Initiative (ECDI, formerly run by MassINC). BCLC (Sharon, Shannon, David Christensen) continues to participate in monthly meetings with ECDI.</p> <p>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).</p> <p>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:</p> <ul style="list-style-type: none"> <li>- A redesigned interface for creating new reservations;</li> <li>- Better management of existing reservations, including a central management screen for staff and the ability to edit existing reservations;</li> <li>- Allowing staff to add, edit, and remove notes about specific reservations;</li> <li>- Porting several Booking interfaces to Angular</li> <li>- Resolution of several outstanding bugs</li> </ul>	
	New member libraries	Ongoing	Royal BC Museum (research library) and YMCA Greater Vancouver - Burnaby will join Sitka in Fall 2019. Allard Library (MB) and Northwest Regional Library (MB) will join Sitka in Q1 2020 and Richmond Child Care Resource Centre will join in Q2 2020.	
	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 and Developers' working groups (both meeting monthly)	

	New features and services	Ongoing	Several improvements were made in July, including: minor speed improvements at Check In. The list of checked in items builds without refreshing the entire list. The Due Date Time Picker is now available in Check Out. When checking out hourly loans staff can now select a specific due date which includes a specific time. Several new features and bug fixes will be included in the Fall upgrade to Evergreen v3.3	
	Evergreen Upgrade	Ongoing	The upgrade to version 3.3 will take place over the Thanksgiving weekend. Staff have been testing extensively, updating the Sitka Manual and creating new training videos. Four upgrade webinars were offered in September.	
	Staffing	Ongoing	Sitka's Migration Coordinator opted to reduce to 0.6 and the Senior Help Desk Specialist will assume some of the Migration Coordinator's responsibilities and the rest of the Support team will, in turn, absorb some of the Senior Specialist's responsibilities. As a result, a 0.8 LTE Tier 1 Help Desk has been created and interviews for this position are in process, with the aim of having a candidate in place in early November. With the NNELS Public Service Librarian on leave, this position will also cover Tier 1 NNELS support (0.2), LibPress (0.2), and Evergreen (0.4).	1
	<b>Systems Group</b>			
	Security	Ongoing	Engaged with BCNet to do external vulnerability scanning of Co-op's network. Performed over 1200 checks on each of our 254 IP addresses. Produces report which co-op staff act on to secure newly discovered vulnerabilities, however in this case only 4 computers were found to have anything worth patching. Scans will be performed quarterly.	
	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.	
	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.	
	Consulting	Ongoing	Engaged by mid-sized urban library member to develop an Library IT Plan. Expected end is Nov 2019.	
	Networking	Completed	Purchased and installed replacement router to deal with ongoing issues to old infrastructure	
	External Hosting	Ongoing	Provided quote to external province-wide digital library consortia on hosting their infrastructure in cloud-based service	
	Networking	Ongoing	Met with Ministry and external partners regarding the state of library networking. Follow up meetings planned for later in 2019.	