

BC Libraries Cooperative CONFIDENTIAL Operational Report for the period February 7, 2019 - June 30, 2019

Completed?	Theme	ACTION	Status	Deliverable(s)
	<b>Digitization</b>			
		BC Digital Library	Ongoing	
	<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 2019.03.31
x		Financial statements distributed	Completed	Financial statements distributed to Finance Sub Committee through 2019.03.31
x		FY1920 Budget	Ongoing	Second draft completed and shared with Finance Sub Committee
	<b>Governance</b>			
		Board meetings	Ongoing	Regular schedule
		Governance Sub Committee	Ongoing	Regular schedule
	<b>LibPress &amp; Web Design &amp; Hosting</b>			
x		LibPress Support	Completed	Created LibPress service satisfaction survey (closes Feb 8) including questions to focus upcoming community training sessions in late February/early March
x		Emerging Services	Completed	Consolidated various small web services on new VM, including migrating current survey software limesurvey to production-ready server in anticipation of new external clients in addition to current internal use.
		Emerging Services	Ongoing	Began work on development and hosting of stats website for post-secondary libraries
x		Consulting	Completed	Began month-long engagement with mid-sized urban library to produce expert report on developing and hosting Drupal website for their library
	<a href="http://Librarytoolshed.ca">Librarytoolshed.ca</a>			
		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: A to Z World Travel, Mango Languages (shifted license term to Jan - Dec), and Oxford University Press. One new Library Aware (EBSCO) subscriber. BiblioCommons renewal negotiations complete (no increase), pricing sent to libraries with Deadline of June 28.
		(MLCI) Product Renewals	Ongoing	7 renewals complete or almost complete (CINAHL, Academic Ebook Collection (EBSCO), BNNA - Ebsco, Ancestry, Oxford University Press, ACM, and ASTM).
		(BC) Licensing BFG Meeting	Ongoing	Next LBFG meeting scheduled for July 18, 2019.
		(BC) New product evaluation & pricing	Ongoing	New products for LBFG: RBUnlimited offer sent out, 14 libraries participating so far, additional discount threshold reached, deadline extended until August 1, 2019. Medici.tv offer to public libraries sent, deadline Nov 2019. In discussion with publisher about a possible Cloud Cookbooks pilot in BC.
		(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 underway thanks to 3 volunteers from member libraries (CRD, NVDPL and Fort Nelson). Looking at how significant changes to eBook licensing terms from the big 5 publishers will impact overall budget. Next selections team meeting to be held on July 23. Considering Overdrive's new "Lucky Day" program for popular titles offering the option of a "no holds, 7 day-loan" collection.
x		(BC) Summits, Presentations, Stakeholder Engagement	Completed	8th Annual eBook and Digital Resources Summit held afternoon of June 20, 2019 with 57 attendees. Successful day of speakers, lightning talks, product presentations and breakout sessions covering state of ebooks, authentication, digital labs, statistics and more. Co-op staff also did a mini eBook and Digital Resources Summit at Beyond Hope in Prince George (June 2019). Tami and Laurie also presented at the Association of Book Publishers of British Columbia (ABPBC)'s AGM on collaborating on a "BC-Published Econtent Collection for BC Public Libraries" on May 10, 2019.
		(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	Completed/Ongoing	Implemented ezProxy hosting for a mid-sized post-sec in addition to 2 existing post-secs. In conversation to expand ezProxy hosting for a number of post-secs and publics.

x		(BC) Authentication Support	Completed	Met with BC ELN to compare approaches between post-sec and public libraries for province-wide authentication for licensed resources. Continued to liaise with provincial-level experts and counterparts to develop a province-wide strategy for public libraries.
	<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
		Conference Participation / Connectivity	Completed & Ongoing	Co-op's systems manager participated on a panel at BCLA regarding connectivity challenges for libraries. IT in Libraries: Building Networks pre-conference at BCLA was a success with 82 registered attendees (sponsored by FVRL and Co-op); Tami and Laurie presented an eBook and Digital Collections Summit at Beyond Hope (June 2019). NNELS (Laurie) presented on "Removing Barriers to Accessibility in Public Libraries" at Beyond Hope. NNELS also presented at Canadian Federation for Blind annual convention in Burnaby BC May 4, 2019.
	<b>National Network for Equitable Library Service (NNELS)</b>			
See Column E		Software Development	New & Update	<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; <b>(X)</b></li> <li>- File Publisher and File Date added to the user display; <b>(X)</b></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. <b>(FY18/19)</b></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. <b>(FY18/19)</b></li> </ul> </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. <b>(X)</b></li> <li>- Did some work to put up a DAISY produced video called "Reading in EPUB" in multilingual captioning. <b>(X)</b></li> <li>- Also added 3 additional videos created by the Accessibility Testers on EPUB accessibility. <b>(X)</b></li> <li>- NNELS Production server was migrated to new server hardware on the BC Libraries Cooperative infrastructure. <b>(X)</b></li> </ul>
See Column E		Implementations	New & Update	<p><b>AB</b></p> <ul style="list-style-type: none"> <li>- Regional system in AB moved to a new ILS and required a new NNELS Connector build. <b>(FY18/19)</b></li> <li>- Working with an AB site to implement a new NNELS authenticated user category. <b>(X)</b></li> <li>- In conversations with an academic in Alberta to provide information about implementing NNELS.</li> </ul> <p><b>MB</b></p> <ul style="list-style-type: none"> <li>- The NNELS Production server move caused some issues with the SSH Tunnel software at one of the sites in MB; this is currently being worked on.</li> </ul> <p><b>NS</b></p> <ul style="list-style-type: none"> <li>- In conversations with an academic in Alberta to provide information about implementing NNELS.</li> </ul> <p><b>ON</b></p> <ul style="list-style-type: none"> <li>- In conversations with a public library in Ontario to provide information about implementing NNELS.</li> </ul>

See Column E		Training & Presentations	<p>New &amp; Update</p> <ul style="list-style-type: none"> <li>- Conference presentations complete for: <ul style="list-style-type: none"> <li>- Alliance for Equality of Blind Canadians (AEB; April) <b>(X)</b></li> <li>- SLA (May) <b>(X)</b></li> <li>- BCLA (May) <b>(X)</b></li> <li>- Beyond Hope (June) <b>(X)</b> (Laurie)</li> <li>- Canadian Federation for the Blind (CFB) Convention (May 2019) <b>(X)</b> (Laurie)</li> <li>- APLA (June) <b>(X)</b></li> </ul> </li> <li>- Upcoming Conferences: <ul style="list-style-type: none"> <li>- Book Publishers Association of Alberta (BPAA; September).</li> </ul> </li> <li>- Farrah and Sabina attended eBookCraft in Toronto, where they made two presentations (with eBOUND) about accessible publishing and January's Toronto Summit. <b>(X)</b></li> <li>- Farrah attended a day of ONIX training at eBookCraft. ONIX is a scheme used by publishers to manage data for published works; it permits ebook purchasers to select accessible titles for collection development. Italy is at the forefront of this initiative. <b>(X)</b></li> </ul> <p>Accessible Publishing Summit took place in Toronto over January 28th and 29th - <a href="https://www.accessiblepublishing.ca/">https://www.accessiblepublishing.ca/</a> <b>(FY18/19)</b></p> <ul style="list-style-type: none"> <li>- Very successful event</li> <li>- Full attendance on both days</li> <li>- Much bigger than originally planned — 50 people</li> <li>- Many notable publishers were in attendance, along with members of Federal Government, members of the Canada Book Fund, Alternate Format Producers, Librarians, Accessibility Testers and NNELS Funders</li> <li>- Much vibrant discussion over the two days, which ended with plans within the Canadian publishing sector to establish new policies, developing a publisher/accessibility website, and a focus on hiring people with disabilities to work in the publishing industry. Highlight was a hands-on demonstration of EPUB accessibility by our 7 testers using various assistive technologies and screen readers - eye opening! Also had conversations with a couple of organizations about potential partnerships.</li> </ul>
See Column E		Content production	<p>New &amp; Update</p> <ul style="list-style-type: none"> <li>- 16 requested titles produced in the month of February <b>(FY18/19)</b></li> <li>- 18 titles produced by the NNELS team in the month of March <b>(FY18/19)</b></li> <li>- 32 titles produced by the NNELS team in the month of April <b>(X)</b></li> <li>- 32 titles produced by the NNELS team in the month of May <b>(X)</b></li> <li>- 25 titles produced by the NNELS team in the month of June <b>(X)</b></li> <li>- BC Summer Reading Club titles underway</li> <li>- 72 titles made available as part of the Prairie Indigenous Ebook Collection thanks to the Alberta Government. <b>(FY18/19)</b></li> <li>- The Nova Scotia Provincial Library contributed 4 new ebooks to our Atlantic Canadian collection for Read Local Month. <b>(FY18/19)</b></li> <li>- First Nation Communities Read 2019 titles as well as Saskatchewan Book Award 2019 are available. <b>(X)</b></li> <li>- In our quest to expand Canadian Indigenous content for the collection, we've received a huge amount of interest from Indigenous narrators across Canada to record audiobooks for NNELS.</li> <li>- BC Book Prizes 2019 and Leacock Medal 2019 titles available. <b>(X)</b></li> <li>- 21 new books in Inuktitut published thanks to Inhabit Media. <b>(X)</b></li> <li>- New BC Open Textbooks made available. <b>(X)</b></li> <li>- In collaboration with House of Anansi Press, the Griffin Poetry Prize Anthology 2019 was made available on publication date in accessible EPUB, electronic braille, and print braille formats. This is in addition to the Griffin Poetry Prize 2019 titles. <b>(X)</b></li> <li>- 8 additional titles in e-braille published, including the Harry Potter series. <b>(X)</b></li> </ul> <p>CBC Canada Reads 2019 shortlisted and longlisted titles are now available. <b>(FY18/19)</b></p> <p>Production has begun on BC Summer Reading Club titles.</p> <p>Alberta's 236-title Prairie Indigenous Ebook Collection will soon be available in NNELS. <b>(FY18/19)</b></p> <p>15 requested titles produced in the month of December <b>(FY18/19)</b></p> <p>9 requested titles produced in the month of January <b>(FY18/19)</b></p> <p>15 new BC Open Textbook titles added to the BC Open Textbooks collection <b>(FY18/19)</b></p> <p>83 new audiobooks available from Recorded Books <b>(FY18/19)</b></p> <p>ebook accessibility audits for Canadian publishers continues <b>(FY18/19)</b></p> <p>Purchasing of Canadian audiobook and ebook collections continues (grant-funded) <b>(FY18/19)</b></p>

See Column E		Content coordination	New & Update	<ul style="list-style-type: none"> <li>- The integration of NNELS records into OCLC WorldCat and Voilà continues. This will greatly increase the visibility and find-ability of NNELS content.</li> <li>- Hiring of three new Production Assistants. <b>(X)</b></li> </ul> <p>Throughout December, BC Accessibility and NNELS worked together to produce two reports in accessible formats, and publish two accessible videos on NNELS.ca. This is a continuation of the work done in previous years to provide a space for the BC Government to store accessible videos and reports. <b>(FY18/19)</b></p> <p>Have been in conversations with a Quebec organization about options and potential costs around collaboration that could involve an English/French content exchange.</p>
See Column E		Operational Call	New & Update	Most recent Operational Meeting happened on Jun 18, 2019 <b>(X)</b>
See Column E		Jurisdictions call	New & Update	<p>Most recent Funders Meeting happened on June 13, 2019. <b>(X)</b></p> <p>Funders Meeting took place in Toronto on Jan 30, 2019 <b>(FY18/19)</b></p> <ul style="list-style-type: none"> <li>- Steering Committee Governance Model adopted</li> <li>- Budget for 2019/20 presented</li> <li>- Strategic Planning discussed</li> </ul>
See Column E		Communications	New & Update	<ul style="list-style-type: none"> <li>- NNELS was shortlisted for the 2019 Accessible Books Consortium International Excellence Award in London, England. <b>(FY18/19)</b></li> <li>- NNELS re-applied for membership in the Accessible Books Consortium <b>(FY18/19)</b></li> <li>- 2018 NNELS Annual Statistics are have been approves and released to all jurisdictions. <b>(FY18/19)</b></li> <li>- Through our partnership with House of Anansi Press, we were able to make the Griffin Poetry Prize winner available in Braille format on the day it was announced (June 4). See press release here: <a href="https://nnels.ca/news/griffin-prize-anthology-2019#">https://nnels.ca/news/griffin-prize-anthology-2019#</a> <b>(X)</b></li> <li>-</li> <li>- Canada Reads communique sent out on Jan 31, 2019 <b>(X)</b></li> <li>- Accessible Publishing Summit publicity: <a href="https://inclusivepublishing.org/blog/accessible-publishing-summit-a-triumph-for-nnels/">https://inclusivepublishing.org/blog/accessible-publishing-summit-a-triumph-for-nnels/</a> <b>(X)</b></li> </ul>
See Column E		Regulatory environment	New & Update	<ul style="list-style-type: none"> <li>- Re-applied to the Accessible Books Consotium (ABC) once the necessary software development on NNELS was completed and tested. The ABC reviewed our application, and gave its agreement in principle for NNELS to join the ABC Global Book Service. The agreement has been reviewed and ABC has been contacted to send forward the official document to sign.</li> </ul> <p>Current Grant Update: <a href="https://nnels.ca/2018-sdppd-grant-amendment">https://nnels.ca/2018-sdppd-grant-amendment</a></p>
See Column E		Grant	New & Update	<ul style="list-style-type: none"> <li>- NNELS has been approved for an additional 1 million dollars, for a total grant agreement of 3 million dollars. The deadline for completion has been extended to March 31, 2020.</li> <li>- 10 two-day workshops in February and March were held across Canada to teach and share accessible production techniques and tools. A webinar is also available for those who couldn't attend in person. <b>(X)</b></li> <li>- Accessibility audits/reports were sent in May to the 30 Canadian publishers whose EPUB files were analyzed.</li> <li>- Scripts for publishers have been created to automate specific tasks that will help make their files more accessible. <b>(X)</b></li> <li>- The DAISY Consortium has enhanced and translated into French the Ace accessibility checker as well as epubtest.org. <b>(X)</b></li> <li>- The Library App Accessibility Testing Team has completed evaluating the accessibility of library reading apps (Overdrive/Libby, Press Reader, RBDigital) and they will be made publicly available by end of July 2019.</li> <li>- NNELS purchased/produced 51 digital braille files and 47 physical titles that have been made available through Canadian public libraries. <b>(X)</b></li> <li>- The Vision Impaired Resource Network (VIRN) has completed 15 copies of 5 French print-braille children's books amd these have been made available through public libraries. <b>(X)</b></li> <li>- NNELS commissioned and published 32 narrated audiobooks. <b>(X)</b></li> <li>- NNELS has purchased approximately 1000 audiobook titles and more than 1600 Canadian ebook titles. <b>(X)</b></li> <li>- accessiblepublishing.ca is our website for links much of the above work. <b>(X)</b></li> </ul>
		<b>Operations/Systems</b>		
x		Telecommunications	Completed	Deployed new FreePBX server on dedicated hardware as an attempt to address ongoing issues with phone dropouts.
		Telecommunications	Ongoing	Contracted 3rd party service provider to assist with maintenance of FreePBX
x		Hosting	Completed	Upgraded 40+ virtual machines whose operating system will be end of life at the end of April 2019.
		Emerging Services	Ongoing	Continued research into viability of "virtual desktops" as a service for small libraries
x		Emerging Services	Completed	Quoted on hosting an RT queue for partner library consortium work to support their provincial ILL solution

		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
		Staffing	Ongoing	Submitted proposal to Canada Summer Student funding for co-op student position to assist with various web content duties.
	<b>Sitka &amp; Evergreen</b>			
		Sitka Community calls	Ongoing	The spring Sitka BFG meeting was held on May 22nd, with 27 library staff participating. Discussion items included Reconciliation and Cataloguing, with updates from Sharon regarding the Sorting Libraries Out workshop at SFU in February and from Carly Diab (ECUAD) regarding their library's plan to decolonize description and classification. An invitation was extended to interested library staff to participate in a working group to discuss the initiative and make recommendations. BC CATS will also be discussing this issue further in their fall meeting. There was also discussion about policy questions relating to Interlibrary Connect in BC. The next Sitka Business Function Group teleconference will be scheduled for late fall (after the October upgrade).
		Continuing Training	Completed & Ongoing	Four webinars on two topics were offered in February/March 2019 with 43 library staff participating.
		Development - Partnerships	Ongoing	<p>BCLC (Sharon, Shannon &amp; David Christensen) continues to participate in monthly meetings with the MassLNC Evergreen Development Initiative. Funded development priorities now in progress include: Test Notification Method (code complete and accepted), Spine Label Sheet Printing (final bug fixes underway), Print &amp; Email Actions (final bug fixes underway), Update Hold Notification Method (coding underway), Hopeless Holds (coding underway), Patron Alert Consolidation (specifications under review), Geographic Proximity Sorting (awaiting specifications), Did You Mean (awaiting specifications).</p> <p>With funding from VIU, VCC, Camosun and Selkirk, the Co-op has entered into an agreement with Jane Sandberg at Linn-Benton Community College in Albany, OR to develop several improvements to Evergreen Booking, including:</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	Four post-secondary libraries - Vancouver Island University, Vancouver Community College, Camosun College and Selkirk College - will join Sitka in spring 2019. Migration and training plans are well underway for all four. 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.
		Potential new members	Ongoing	Continuing to respond to regular requests for information/proposal and presentations.
x		Conifer	Ongoing	The Co-op successfully completed 12 months of expanded 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 is provided additional support to cover a sabbatical leave for Dan Scott, Associate and Systems Librarian at Laurentian University. With Dan's return in July 2019, the Co-op reverts to our regular hosting support agreement with Conifer.
		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		<p>Testing of LDAP underway for post-secondary libraries joining in Spring. Expect to offer to other interested Sitka libraries starting in Fall 2019.</p> <p>French language OPAC translation is over 95% complete and ready for Evergreen version 3.3., with substantial work and input from Manitoba PLSB. Review of final ~5% now in process.</p>