

BC Libraries Cooperative CONFIDENTIAL Operational Report for the period February 17, 2018 - March 12, 2018

	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. Ben and Dana will read Kevin in and seek direction re: Co-op representation.
		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. This initiative moved forward with an agreement between ELN and IKBLC for ARCA, without uptake by MinED. The BCDL conversation may still offer some supports for Co-op members
	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 2018.01.31
x		Financial statements distributed	Completed	Financial statements distributed to Finance Sub Committee through 2018.01.31
	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			
		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	Expected start date on new BCLTA site delayed due to illness, estimated delivery by end of April.
		Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
	Librarytoolshed.ca			
		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	2017 renewals are mainly complete with an exception of a few invoicing issues. Renewal notices sent out for Teen Health and Wellness, Sesame Street eBooks, and Criterion. Webinars scheduled in Feb and March for the switch from Auto Repair Reference Centre to Automate. In preparation for the Mango Languages renewal, the vendor has offered an additional discount if we get more subscribers.
		(MLCI) Product Renewals	Ongoing	Negotiation of EBSCO CINAHL renewal started. Western Canada EBSCO eBook offer sent to MLCI post-sec libraries.
		(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.
		(BC) Licensing BFG Meeting	Ongoing	LBFG Meeting held Feb 15, 2018. Next meeting in April 2018
		(BC) New product evaluation & pricing	Ongoing	New products for LBFG: AcornTV from RBDigital, Brain HQ (Demco) brain exercises similar to Lumosity, 20% discount from vendor. Discounts in place for Public Library Video Online, DiscoverLocal and Niche Academy. Three new subscribers to Niche Academy.
		(MLCI) New product evaluation & pricing	Ongoing	Lynda.com offer extended to MB libraries, South Interlake Regional is the first new subscriber. Working on pricing for MB post secondary and special/government libraries pricing for Lynda. Continue to roll out new access URLs to all Zinio subscribers for the new integrated app.
		(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 & MLCI) Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
		(BC) Digital Resources Member Consultation	Ongoing	Two meetings of the Consultation group in February 20 and March 5. Subgroups prepared Terms of Reference and the Survey sub-group Digital Resource evaluation criteria. Next steps include approving the terms of reference and consultation methodology.
		(BC) Library2go - shared Overdrive Collection	Ongoing	OverDrive Selections meeting held on March 7, 2018. We welcomed two new committee members, Joey da Costa (TNRD) to manage curated lists, and Shellie Howard (Hudson's Hope) is our new teen selector. Starting a review process on our collection development process, to be completed before the eBook Summit. 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 planning to be discussed at February LBFGB.
		(BC) New Licensed Product Selection Survey	Ongoing	Fall 2017 Licenced Product Selection Survey (LPSS) complete. Offers prepared and sent to libraries. Mid-term joins are welcome.
		(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)
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.
		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 quarterly member communiqué to be issued in early April 2018 and will include first notice of June AGM.
		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)				
		Software Development	Completed & Ongoing	Two contract Drupal Developers hired and onboarded (one of these devs is working on production as well), and are now working through an evolving project list; MARC Export has been handed over to SK (SILS) for review; new forum software has been implemented for the NNELS group and is being configured real-time as assistive technology users provide feedback; functions added to NNELS.ca so titles can easily be added or removed from the landing page display; a number of display/theme changes have been implemented through the dev site and are currently under review within the NNELS group. Development work underway on NNELS Cover Art, the ability for users to comment on titles, advanced search, and some targeted accessibility enhancements.
x		Implementations	Ongoing	West Vancouver Memorial Library launched.

		Training & Presentations	Completed & Ongoing	<p>Accessible Publishing Workshops with Laura Brady, an EPUB expert are complete (aside from the final one in Toronto). After workshops are complete, audits are conducted on EPUB files for publishers from across the country. To date, 17 audits have been completed, with 4 more to go. These audits will provide suggestions on how publishers can change their workflow (without having to purchase new tools) to make their ebooks more accessible, and we are giving participating publishers an honourarium to thank them for their time.</p> <p>Finally, we are assembling 10 recording kits for distribution among Canadian public libraries who have volunteers interested in recording an audiobook. 3 people have been hired for this project, and instructional videos will be made on how to use the recording kits and produce audiobooks.</p>
		Content production	Completed & Ongoing	<p>Purchase of 14,000 EPUB files, 3,000 audiobooks, and 30 additional narrated audiobooks are underway. 2 cataloguers and a technical assistant have been hired to assist with metadata and related projects.</p> <p>Additionally, a collection of 20 print-braille children's books with VIRN in Manitoba are moving through production. These print-braille books will be distributed to public libraries in every province and territory, and will provide public libraries with a seed collection of print-braille books, particularly in communities that have limited access to them.</p>
		Content coordination	Completed & Ongoing	<p>6 people with visual impairments have been hired for the e-text production project; these people will be learning how to produce e-books, and they will also help us improve our workflow and products. Our 3 existing Production Assistants, funded by the Province of Alberta, are assisting, as is the Pacific Training Centre for the Blind.</p>
		Operational Call	Ongoing	<p>NNELS 2017 Annual Statistics have been gathered into a report and sent to the Operations group for review; once feedback/questions have been included in the report, the NNELS Funders will review and approve for release to Library Branch in each participating jurisdiction.</p>
		Jurisdictions call	Ongoing	<p>2017 NNELS Annual Statistics approved for release to jurisdictions; next meeting April 12, 2018</p>
		Communications	Ongoing	<p>Federal Gov't has approved first communication on \$1M SDPP-D grant; communication was released on Feb 15, 2018.</p>
		Regulatory environment	Ongoing	<p>A study on the state of Braille in Canada is underway. Mary Ellen Gabias at the Canadian Federation of the Blind has volunteered to lead a team of five writers and one research assistant to propose a sustainable long-term strategy for making braille accessible to all Canadians in print and digital forms.</p> <p>Braille Study underway and now in draft form.</p>
x		Software Development	Ongoing	<p>Ongoing work in the MARC Export area of NNELS.ca</p>
x		Operational Call	Ongoing	<p>Monthly call of jurisdictional operational representatives</p>

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
	Operations / Systems			
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	Delivered final report of provincial working group on Library Connectivity along with Supplementary doc outlining costs and specific steps for Ministry.
		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.
		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	Initial planning begun to move Co-op's storage off of internally hosted CEPH servers and on to Amazon's provisioned s3 cloud servers. This is a multi-month project that will greatly reduce the complexity of the technological stack at the Co-op and make hiring a bit easier in the future.
		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	New Managing Director, Kevin Millsip started on March 12. Onboarding process underway in coordination with management team and Ben Hyman.
		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	Lease signed with BC Artscape's Sun Wah Building. Renovations ongoing, planning for move and logistics underway. Confirmed move date is March 22.
	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 and with Sitka support are exploring offering direct patron holds in this context. Staff are continuing to encourage remaining Sitka public libraries to participate in wider BC ILC zone.
		Sitka Community calls	Ongoing	Nearly 30 library staff participated in the November 28, 2017 Sitka Business Function Group call, which focused on sharing advance information about the upgrade to the web client in May, including a number of new features. Next Sitka BFG will be in April.
		Acquisitions	Ongoing	Call for interest for libraries interested in adding Acquisitions for 2018 was issued in June. Kimberley added Acquisitions in January 2018. Next call for interest will be in June 2018 for Jan/April 2019 intakes.
		Bibliographic record de-duplication	Completed & 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	Four webinars on two topics were offered in January and February 2018, with 46 library staff participating. Eight webinars on three topics are planned for late March through May 2018.
		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	Several libraries (Parkland Regional and PLSB in Manitoba; Pemberton and Terrace in BC) are piloting the web client in advance of the Sitka-wide roll-out on the May long weekend. Testing, bug fixes and extensive documentation revisions are in progress.
	New member libraries	Ongoing	Dawson Creek Municipal Library will join Sitka in October 2018.
	Potential new members	Ongoing	Continuing to respond to regular requests for information and presentations.
	Potential new members	Ongoing	4 post-secondary libraries very interested in joining Sitka in 2019. Privacy Impact Assessment is nearly complete; if acceptable, expect to proceed to signing.
	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.
	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