

**BC Libraries Cooperative CONFIDENTIAL Operational Report for the period April 21 - May 25, 2018**

	Theme	ACTION	Status	Deliverable(s)
<b>Completed?</b>	<b>Digitization</b>			
		<a href="#">(BC) Provincial Digital Library (PDL)</a>	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 Barner 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
	<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 2018.04.30
x		Financial statements distributed	Completed	Financial statements distributed to Finance Sub Committee through 2018.04.30
	<b>Governance</b>			
		Board meetings	Ongoing	Regular schedule
		Governance Sub Committee	Ongoing	Regular schedule
	<a href="#">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	BCLTA work underway, first iteration delivered early May, expected launch date mid-June
		Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
	<a href="#">Librarytoolshed.ca</a>			
		Content growth & community participation	Ongoing	Quarterly Co-op facilitated calls with 4-Province committee
		Expanded Offerings	Ongoing	Co-op leading discussions to expand Toolshed holdings to include exemplary policies and investigating possibility of hosting badging platform for sector-wide PD opportunities.

		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. Jennifer O'Donnell from NVDPL will be the next Chair.
		(BC) Product Renewals	Ongoing	2017 renewals are complete. Renewal complete for AtoZ World Travel. Most libraries have made the switch from Auto Repair Reference Centre to Automate, deadline for all libraries in July 1 2018. Mango Languages, PebbleGO renewals in process. Consortia Canada Oxford UP product renewals sent to libraries.
		(MLCI) Product Renewals	Ongoing	EBSCO CINAHL renewal complete. BNNA (via Consortia Canada) renewal completed. Ancestry renewal in process. Consortia Canada Oxford UP product renewals sent to 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. Statistics renewal project underway, compiling a list of available metrics for Libraries Branch.
		(BC) Licensing BFG Meeting	Ongoing	LBFG Meeting held April 5, 2018. Next meeting in June 2018.
		(BC) New product evaluation & pricing	Ongoing	New products for LBFG: Streaming video products from RBDigital (AcomTV, Great Courses and others) offer sent to libraries, one library subscribing so far. Brain HQ (Demco) brain exercises similar to Lumosity, 20% discount from vendor. Discounts in place for Public Library Video Online, DiscoverLocal and Niche Academy. Investigation EBSCO eBooks Canadian Collection
		(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. Option of eBook platform/self publishing presented as part of our Core Collection survey to library directors.
		(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. The survey was sent to library directors on May 8 with a deadline of May 31. 21 responses so far, reminder to directors going out today. We are hoping for 100% participation.

		(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. Next meeting is set for June 20, 2018
x		(BC) Ebook and Digital Content Summit	Completed & Ongoing	2018 eBook and Digital Content Summit planning committee formed at the April LBFG. Registration is open. Agenda is currently being finalized, some topic highlights include Digital Labs, Privacy and SIP authentication, staff tech training and an update on the digital resources consultation.
		(BC) New Licensed Product Selection Survey	Ongoing	Spring 2018 Licenced Product Selection Survey (LPSS) delayed until the Digital Resources Consultation is complete to avoid survey fatigue.
		(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)
	<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); 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. Quarterly communiqué is scheduled to be sent to members on April 23, 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
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.
	<b>National Network for Equitable Library Service (NNELS)</b>			

		Software Development	Completed & Ongoing	<p>Development work continues on the 'Pipeline Gadget', a tool making the production workflow more efficient and allows for large record loads; this project is part of the SDPP-D Grant and has required some handling as the bugs are worked out.</p> <p>Working on authentication layer of 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> <p>Working with SILS (SK) to get feedback on the MARC Exporter.</p> <p>Patron cleanup: work is underway to automatically remove patrons from the database after 3 years of inactivity.</p> <p>Some high-level MARC Importer/S3 Parser bulk operations enhancements are improving workflow.</p> <p>Resolved an issue with videos not playing on NNELS.ca.</p> <p>Critical security-related Drupal patches applied to all NNELS servers</p> <p>Grant contractor ready to push to NNELS Production when time allows.</p>
x		Implementations	Ongoing	<p>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.</p> <p>Coquitlam Public Library is ready for NNELS; proceeding on initial information gathering.</p>

		Training & Presentations	Completed & Ongoing	<p>Alberta: Kim J. and Pikiora (one the people we hired for the recording project) presented on the grant-funded audio recording kits.</p> <p>Alliance for Equality of Blind Canadians: Sabina presented an introduction to NNELS to AEBC members.</p> <p>Saskatchewan: Kris presented on what libraries are doing well for accessibility.</p> <p>CAER (<a href="http://caercanada.ca/">http://caercanada.ca/</a>): Sabina presented at meeting in Edmonton. K-12 and post-secondary alternate-format producers are much more cautious with publishers than NNELS and we will never be able to receive alternate format copies from them because they do not want to jeopardize the good relationships they have with publishers (they need publishers to continue sending them e-books to prevent them from having to scan hardcopy textbooks), but we could work together across sectors on accessible publishing.</p>
		Content production	Completed & Ongoing	<p>Cataloguing the new ebooks and audiobooks continues for the grant, but close to wrapping up.</p> <p>Production of the Saskatchewan Book Awards titles continues.</p>
		Content coordination	Completed & Ongoing	<p>Amanda Michalak, a second-year Library &amp; Information Technology student at Langara, joined NNELS for a two-week practicum. She helped build themed collections for the NNELS website and updated file metadata to improve discoverability of books. She was great and she loved learning about NNELS.</p>
x		Operational Call	Ongoing	<p>NNELS 2017 Annual Statistics have been approved and disseminated to the funding jurisdictions.</p>
x		Jurisdictions call	Ongoing	<p>Cancelled for May; instead a meeting between NNELS, CNIB/CELA, and CULC is happening on May 24, 2018.</p> <p>Invoicing for NNELS 2018/19 contributions are complete.</p>
x		Communications	Ongoing	<p>Federal Gov't 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	<p>Monthly call of jurisdictional representatives (will resume in September)</p>
		Support	Ongoing	<p>9x5 Co-op support; 24 x 7 emergency Co-op support</p>

		<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	Sent revised Connectivity report to ED to forward to Ministry for circulation across library system
		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	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	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).
		Emerging Services	Ongoing	In discussion with 2 libraries about piloting a hosted Dokuwiki service based on Co-op's existing server.
		<b>Personnel</b>		
		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 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	Moved into new office at Artscape Sun Wah in Chinatown on March 22. Follow up work included acquiring and assembling furniture, setting up network and wiring space.
	<b>Sitka &amp; Evergreen</b>			
		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	Sitka Business Function Group teleconference was held on May 1, 2018, with a focus on the the upgrade to version 3.1. Kevin joined the call to introduce himself and it was David Christensen's last meeting as Chair, as he is stepping down after two consecutive one-year terms. Sitka BFG is actively seeking new Chair. Next teleconference will be in early Fall.
		Upgrades	Ongoing	Upgrade to Evergreen version 3.1 was successfully completed over the Victoria Day long weekend.
		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	Six webinars on two topics focusing on the new web client were offered in April and May 2018, <b>with 130 library staff participating</b> . Six webinars on three topics from July through September are now open for registration.
		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 staff and Sitka BFG Chair continue to participate in monthly meetings with the MassLNC Evergreen Development Initiative. Since convening for Year 2 in August 2017, 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 were included in the new web client roll-out in May 2018.
		Development - Staff Client re-design	Ongoing	Sitka team acknowledges and thanks the libraries piloting Evergreen 3.1 or their contributions to a successful upgrade: Parkland Regional and PLSB in Manitoba; Pemberton and Terrace in BC.

		New member libraries	Ongoing	Dawson Creek Municipal Library (BC) will join Sitka in October 2018 and the aptly-named Evergreen Regional Library (MB) will join Sitka in November 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	Upgrade to v 3.1 delivered development to assign due dates by local time (for libraries in Mountain, Central and Eastern time zones) in Evergreen.
		Serials development	Ongoing	The Co-op has contributed toward pooled funding toward more streamlined Serials workflows, which was delivered with Evergreen v 3.1 upgrade.
		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. Roll-out of connector is planned for after the upgrade to v. 3.1.
		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, Conifer is requesting additional support from the Co-op to cover a sabbatical leave for Dan Scott, Associate and Systems Librarian at Laurentian University. A cost quote and service details are being finalized.
		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