BC Libraries Cooperative CONFIDENTIAL Operational Report for the period October 1, 2019 - November 30, 2019

	Theme	ACTION	Status	Deliverable(s)
Completed?				
	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 2019.10.31
x		Financial statements distributed	Completed	Financial statements distributed through 2019.10.31
	Governance			
		Board meetings	Ongoing	Regular schedule
		Governance Sub Committee	Ongoing	Regular schedule
	LibPress & Web Design & Hosting			
		Web Development	Ongoing	Delivered beta version of stats website for collection of post-secondary library directors, final iterations in progress before developer departs Coop.
		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	Completed	Transitioned maps used by service off of Google to avoid new charges created by Google trying to commercialize their services.
		Web Development	Ongoing	Created and hosting a site for the submission of Microgrant proposals
	Librarytoolshed.ca			
		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.
	Licensing - BC & Manitoba Licensing Consortium Inc (MLCI)			
		(BC) Product Renewals	Ongoing	Completed the following renewals for BC: Encyclopedia Britannica (ConCan), Global Road Warrior, Bookflix. Year end renewal push in full swing, with over 80% of BC renewals coming due December 31. Lynda.com renewals are underway, most libraries are renewing. Added exit clause in case Lynda transitions to the LinkedIn platform during subscription term.
		(MLCI) Product Renewals	Ongoing	Completed MLCI renewals including Ebsco, RDA Toolkit, World Trade Press, Repere, and Mango.
		(BC) Licensing BFG Meeting	Ongoing	LBFG meeting held November 21, 2019
		(BC) New product evaluation & pricing	Ongoing	Medici.tv Consortia Canada offer closed. Two new subscribers in BC.
		(MLCI) New product evaluation & pricing	Ongoing	PressReader and Medici.tv offers presented, no new subscribers.
		(BC) Library2go - shared Overdrive Collection	Ongoing	On November 29, 2019, we reached 1 million checkouts in 2019 from our Library2go collection. In 2018, we had just over 900,000 checkouts. Selection of French materials for the Francophone affairs grant ($21,500) is ongoing thanks to 3 volunteers from member libraries (CRD, NVDPL and Fort Nelson). OverDrive renewal survey complete, analysis underway. Libraries have agreed to an assement increase of 9%, plus the continuation of the Express Collection. North Vancouver City Library is preparing to re-join the consortial instance for January 1, 2020
		(BC) Summits, Presentations, Stakeholder Engagement	Ongoing	Tami Setala will be the Consortia Canada chair for the next two years. First meeting held November 22, 2019. In person ConCan social event planned for ConCan attendees of OLA. Virtual eBook Summit planned for Spring 2020, new planning committee has formed and will meet in Jan 2020. Tami will also be involved in planning the next One eRead Canada national campaign. Kick off call with CULC's eBook Task Force on Dec 12, 2019.
		(BC) License Agreement review	Ongoing	Reviewing existing license agreements. Draft model license based on SOLS' model license. Implementing with vendors as renewals happen. Succesfully impemented with EBSCO and RBDigital.
		(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. Began implementation of ezProxy integrated with libraries ILS (not Evergreen) for new member library. 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.
	Member & Stakeholder Engagement / Concern for Community			
		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 January and will showcase the strate plan.
		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)		
x		Software Development	New & Update	- Synchronized the NNELS testing environment with the NNELS production environment. - Some additional development on the NNELS Exporter was required after ABC reviewed the NNELS data; changes were applied to the Exporter, and everything is running optimally now. - Web Projects Assistant implemented the first enhancements package on the NNELS Production site; this package reorganizes and enhances the content within the 'Tutorials' area of NNELS.ca to make this content accessible and easier to find for our users.
		Implementations	New & Update	Working with 2 sites in BC to implement NNELS Connectors. One is an academic, which has a different configuration so a script will be developed to authenticate print disabled users at this site. One is a public library, and we have received test accounts, and are now waiting for network access. Working with a large consortium of academics in Nova Scotia that want to have a NNELS Connector built; test accounts received, network access granted, and working through library policy now. Academic from Saskatchewan reached out about NNELS Implementation; conversations ongoing.
		Training & Presentations	New & Update	Presented at Frankfurt Book Fair's International Convention of University Presses (the largest book fair in the world) about NNELS's work to create an accessible reading ecosystem in Canada: https://www.buchmesse.de/en/visit/conferences/international- convention-university-presses. **(X)** 3 members of the grant staff went to the Connecting the Dots, CNIB conference in Toronto on Oct 29 & 30. **(X)** Planning for the Accessible Publishing Summit 2020 is underway, with a steering committee established. Dates are January 26 and 27th in Toronto. OLA presentation for Jan 2020 accepted: presenters Laurie Davidson, Daniella Levy-Pinto and Laura Brady - Accessibility by Design; the promise of accessible publishing. Session is on Jan 30, 2020. NNELS grant staff and accessibility testers will be doing 3 presentations at ebookcraft in Toronto in March 2020. NNELS accessibility testers have been invited to do a session/demonstration at the ACP (Association of Canadian Publishers) Meetings on January 28, 2020 in Toronto.

x		Content production	New & Update	Governor General's Literary Awards titles made available: https://nnels. ca/relations/ governor-generals-literary-awards-2019. **(X)** NNELS Production Assistants produced 22 books upon reader request in the month of October. **(X)** In collaboration with Canadian publishers, 3 hardcopy & e-braille books were produced and made available to the general public **(X)** NNELS Production Assistants produced a whopping 47 books upon reader request in the month of November! **(X)** Leah Brochu & Rachel Osolen–former NNELS Production Assistants and current Accessible Publishing and Production Coordinators, respectively– had their work on creating accessible comic books published in the International Journal of Information, Diversity, & Inclusion: "Creating an Authentic Experience: A Study in Comic Books, Accessibility, and the Visually Impaired Reader" **(X)** 68 new Read Alberta eBooks and Prairie Indigenous eBooks added to our collections thanks to the provincial governments of Alberta & Manitoba and eBOUND Canada. **(X)** 17 new BC open textbooks published. **(X)** 523 new audiobooks published thanks to federal government grant funding. **(X)** From LAST REPORT Period: 23 titles produced by the NNELS team in the month of July. **(X)** 26 titles produced by the NNELS team in the month of August. **(X)** 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. **(X)** Production work begins on the Scotiabank Giller Prize 2019 titles. **(X)** 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. **(X)** Members of the NNELS team led OCUL's Accessibility Virtual Huddle on Accessible Publishing. **(X)** 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. **(X)**
		Content coordination	New & Update	Exploring an EPUB-only production workflow using new production tools; 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. Evaluating some eBook Production solutions: Book-A-Lope, and the NAC Tool (developed by one of our Accessibility Testers).
x		Operational Call	New & Update	Last meeting held on Nov 19, 2019
x		Jurisdictions call	New & Update	Last meeting held on Nov 14, 2019 - Looking for a facilitator for the April NNELS Strategic Planning meeting - Will need to setup up some meetings outside the regular Funders Meetings for strategic planning - Some conversation has been happening with the new CELA Director and there is some interest in working together on common projects; will work towards submitting grant proposals that are complementary in nature.

x		Communications	New & Update	A series of releases has happened over the past two months:
				The 2019 Governor General's Literary Awards Nominees (https://nnels.ca/news/2019-governor-general's-literary-awards-nominees)
				Forthcoming Releases from the 2019 Braille Publication Project (https://nnels.ca/news/forthcoming-releases-2019-braille-publication-project)
				The 2019 Governor General's Literary Award Winners (https://nnels.ca/news/2019-governor-general's-literary-award-winners)
				Accessible Publishing Summit: Advocating for Born Accessible Books (https://nnels.ca/news/accessible-publishing-summit-advocating-born-accessible-books)
				New Addition to Distributed Braille Collection (https://nnels.ca/news/new-addition-distributed-braille-collection)
				Second Simultaneous Publication Added to Distributed Braille Collection (https://nnels.ca/news/second-simultaneous-publication-added-distributed-braille-collection)
				Third Simultaneous Publication Added to Distributed Braille Collection (https://nnels.ca/news/third-simultaneous-publication-added-distributed-braille-collection)
		Regulatory environment	New & Update	Working with BAnQ on a partnership agreement. Still evolving.
				At the AGM in Geneva, the DAISY Consortium approved NNELS as an associate member **(X)**

		Grant	New & Update	Publisher Partnership Workflow Program - We have begun work with 20 English language publishers to assess their workflow and make recommendations on best practices in accessibility. With 6 of these publishers, we will be working in partnership with eBOUND, as a part of a broader project for PCH (Heritage Canada). We have also begun work working with 6 French language publishers in conjunction with ANEL - this project is also funded through PCH. NNELS has signed consulting contracts with ACP/eBOUND for 2 pieces of work: - Landscape review landscape review on reading needs, habits and preferences of people with print disabilities in Canada, through a survey and focus groups. We have hired a consultant to help us with the survey design and focus groups. Tentative timeline will be for focus groups and survey to happen mid-January to end of February. - Review of Training Needs of Librarians on Accessibility - work will begin in on this in the New Year. Almost 60 invited participants have registered for the Accessibility Summit (Jan 26 & 27), and our facilitators (the same as last year) and Steering Committee are in the process of finalizing agenda. Location has been secured at the 519 in Toronto. VIRN has begun work on our 6 Print-Braille Titles (5 English and 1 French) that will be distibuted to the provinces and territories by end of March. Upcoming Braille release with At Bay Press in December, and another 3 in the New Year. Also held a host library Braille call to discuss and understand needs of our host libraries and the Braille collection. Hired a Audiobook Recording Project Coordinator in December to help with planning and coordinating our volunteer recording program with libraries. With our most recent hires, we now have 18 LTE's (both fulltime and parttime) as a part of the NNELS grant staff to further our work. As part of our collaborative work with CELA, we did our first joint purchase this quarter with Recorded Books - over 500 titles have been added to the collection. 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 **(X)** 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. **(X)** 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 accessiblity testers. **(X)** Service agreements have been signed with DAISY consortium and with VIRN. DAISY will be doing further development on the ACE checker, accessibility metadata, EPUB to DAISY format generator and training materials. VIRN will be working with us on the production of Print-Braille titles to be distributed to each of the provinces and territories. **(X)** 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. **(X)** 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. **(X)**
	Operations/Systems			
x		Telecommunications	Completed	Contracted 3rd party service provider to assist with maintenance of FreePBX
x		Emerging Services	Completed	Continued research into viability of "virtual desktops" as a service for small libraries

x		Consulting / Connectivity	Completed	Delivered report on connectivity status and future directions to library federation as separate consulting contract.
		Networking	Ongoing	Replaced 2 failing routers with new hardware; in process of migrating internal routing protocols so as to mitigate complexity in our networking stack
		Hosting	Ongoing	Implemented new inventory and mapping tool (netboxes) to replace aging racktables software
		Hardware	Completed	Destroyed backlog of harddrives and tapes that were retired from hosting facilities.
		Internal Services	Ongoing	Drafted white paper and workplan for the implementation of Nextcloud to replace Co-op's increasing reliance on either expensive or non-FOIPPA-compliant tools
	Personnel			
		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
	Sitka & Evergreen			
		Sitka Community calls	Ongoing	The Fall Sitka Business Function Group teleconference was held on November 28th, with focus on analysis of a member survey regarding Decolonizing Description in Sitka. There were 54 responses to the survey, with over 40% of respondents indicating they wanting more information to decide how to proceed, over 20% reporting that they'd already begun work on this initiative and just under 20% reporting that they were planning to proceed. 40% of respondents have worked with or have consulted with indigenous groups or community members on a wide range of initiatives (giving insight to the Sitka community's capacity to consult/seek input on description). 28 people expressed interest in serving on a committee to meet via webinar 2-3 times early in the new year, with a goal of bringing recommendations to the Sitka BFG's spring meeting.
		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	Evergreen Indiana has assumed oversight of the Evergreen Community Development Initiative (ECDI, formerly run by MassLNC). BCLC (Sharon, Shannon, David Christensen) continues to participate in monthly meetings with ECDI. 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). 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: - A redesigned interface for creating new reservations; - Better management of existing reservations, including a central management screen for staff and the ability to edit existing reservations; - Allowing staff to add, edit, and remove notes about specific reservations; - Porting several Booking interfaces to Angular - Resolution of several outstanding bugs
		New member libraries	Ongoing	Royal BC Museum (research library) and YMCA Greater Vancouver - Burnaby will joined Sitka in Fall 2019. Allard Library (MB) and Northwest Regional Library (MB) will join Sitka in Q1 2020, Richmond Child Care Resource Centre and North Shore Child Care Resource Centre will join in Q2/3 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 with the upgrade to Evergreen v3.3, including: New Checkin Modifier Update Inventory adds an inventory date to item records, simplifying inventory workflows, Spine Label Sheet Printing, redesign of the MARC Batch Import/Export screen, Staff and patrons can select multiple records into a Basket, and perform batch actions, including Place Hold, Print Title Details, Email Title Details, Add Basket to Saved List, and Clear Basket, French OPAC is now available (thanks to translation services provided by staff in Manitoba!), and Patron Preferred Name fields added to patron record, providing increased options and flexibility for staff and patrons.
		Evergreen Upgrade	Ongoing	The upgrade to version 3.3 took place over the Thanksgiving weekend. The Sitka Manual was updated and new training videos were provided for members, along with four upgrade webinars offered in September. The upgrade took significantly less time than anticipated.

		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 position was created. 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). Elizabeth Taron was hired and started on November 4th and has been going through an onboarding and training process in the past month. Elizabeth brings 11 years of diverse public service experience at VPL and we are very pleased to have her on the Support Team!
	Systems Group			
*		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.