

BC Libraries Cooperative CONFIDENTIAL Operational Report for the period May 1, 2017 through August 31, 2017

	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. <i>Hyman retainer</i>
		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. <i>Hyman retainer</i>
	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 2017.07.30
x		Financial statements distributed	Completed	Financial statements distributed to Finance Sub Committee through 2017.07.30.
x		FY15/16 Audit	Completed	KPMG report delivered in time for AGM 2017
x		Annual (BC) Libraries Branch report	Completed	Annual report drafted, approved & submitted for March 01 deadline
x		New Signator	Completed	Added H. Bloom (Treasurer) as co-sign on primary account
x		2016 Tax Filings	Completed	KPMG filed on the Co-op's behalf
	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			
x		Hosting & web support	Completed & Ongoing	Launched new VM for Penticton Public Library website hosting
x		Hosting & web support	Completed & Ongoing	Migrated PLSB Commons site to Co-op managed servers. Continued management of service contract with external developers.
		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	Load-balanced site and bot defences implemented to improve site responsiveness. Longer term, upgraded server with latest PHP and OS being built

		Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
		Librarytoolshed.ca		
x		Expansion to include exemplary Program info	Completed & Ongoing	"Exemplary Library Programs" functionality launched into production January 6.
x		Expansion to include Conference Presentations	Completed & Ongoing	"Conference Presentation" functionality launched mid-April, used by AB, BC, MB provincial conferences to share presentations
		Redesign Project	Ongoing	New site design launch May 12.
		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 LBFGB 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	In May-September timeframe, 7 product renewals completed and 4 in process for British Columbia
		(MLCI) Product Renewals	Ongoing	In May-September timeframe, 6 product renewals completed and 7 in process for Manitoba. Large Ebsco renewal is in process (Sept/Oct).
		(BC) Licensing BFG Meeting	Ongoing	Next LBFGB Meeting scheduled for Oct 12, 2017
		(BC) New product evaluation & pricing	Ongoing	New products for LBFGB: simultaneous trials ongoing for the following language learning products: Mango, Rosetta Stone, Pronunciator. Pricing available for Gale Courses and Lynda.com. Newly negotiated consumables offer through Bibliotech to launch in October. Evaluation of Statista (too academic) and an HR product called HR Downloads.
		(MLCI) New product evaluation & pricing	Ongoing	Two new Zinio/OneClick libraries added to shared Manitoba account launched Aug 1, 2017. Working on rolling out new access URLs to all Zinio subscribers for the new integrated app.
		(BC) BC Books and Self Publishing platform	Ongoing	Investigating the 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. Working group established to investigate options and make recommendations. We have received pricing from 3 of the vendors. Next meeting scheduled before the LBFGB on Oct 12.
		(BC & MLCI) Support	Ongoing	9x5 Co-op support; 24 x 7 emergency Co-op support
		(BC) Library2go - shared Overdrive Collection	Ongoing	Overdrive Selections Committee met May 31. Overdrive agreed to support one simultaneous use title for the Summer Reading Club. Additional training done for selections members on Holds Manager. Currently evaluating the new Overdrive website, for rollout in Fall. Next meeting Oct 2017.

		(BC) Ebook and Digital Content Summit	Ongoing	Completed annual Ebook and Digital Content Summit on June 16. Also delivered a mini Ebook Summit at Beyond Hope in Prince George on June 12.
x		RFP Response to Saskatchewan	Completed	Responded to an RFP for Consultant Services for Multitype Library Database Program (MDLP) Consortium (Saskatchewan)
		(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)
		(BC) Authentication Support	Ongoing	Quotes provided to 4 new post-secs for ezProxy hosting
		(BC) Authentication Support	Completed	Ported ezProxy server to provide access to Queen's Printers resources from PLSB hosted servers to Co-op managed ones
		(BC) Authentication Support	Ongoing	Implementing EZProxy service for Columbia Bible College, go live later in May
	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.
x		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.
		Stakeholder meetings	Upcoming	Province of BC; National Network for Equitable Library Service; Realize Co-op; (BC) Provincial Digital Library, BC Co-op Association, Royal BC Museum, BCNet
	National Network for Equitable Library Service (NNELS)			
		Software Development	Ongoing	Getting close to having the NNELS MARC Exporter complete -- big project; nnels.ca conforms to the WCAG 2.0 Level 'AA' standard
x		Implementations	Ongoing	Vancouver Island Regional Library (BC) launched; University College of the North (MB) launched; Red Deer Public Library (AB) launched; Surrey Public Library (BC) launched.
		Training & Presentations	Ongoing	No training to report during this period.
x		Content production	Ongoing	Working directly with BC book publishers to purchase ebooks for NNELS; Summer reading club titles have been made into accessible e-text, DAISY and live narrated books in both English and French; 2017 Griffin Poetry Prize shortlisted book, Violet Energy Ingots by Hoa Nguyen, was published in DAISY and e-text; added 30 Greystone Books in EPUB 2 and EPUB 3 formats, and more to come; 8 Saskatchewan Book Award 2017 titles produced.

x		Content coordination	Completed & Ongoing	3 new Production Assistants hired thanks to a grant from AB; MB Production Centre is finishing up production with a few last titles, and may potentially disband due to provincial budget shifts; NNELS is now producing EPUB 3 with media overlays (synchronized audio), in addition to DAISY 2.02, DAISY 3 and e-text. EPUB 3 is the successor to the DAISY format;
x		Project Management	Completed and Ongoing	The NNELS National Network Model was presented and accepted by the NNELS Funders; NNELS was invited to apply for the SPDD-D Grant (potential for 2 million) – big effort, and grant was submitted within the timeline.
x		Operational Call	Ongoing	Monthly call of jurisdictional operational representatives; next call is Sept 19, 2017.
x		Jurisdictions call	Ongoing	NNELS Funders meeting TBD -- may be October, 2017, In-Person
x		Communications	Ongoing	Social media presence; correspondence; new NNELS promotional materials in English and French copy.
		Regulatory environment	Ongoing	NNELS National Network Model will be launched in Oct 2017: NNELS Service will be extended nation-wide and users in non-participating provinces will be able to access the NNELS Collection for free (NNELS Connector and NNELS Production will be charged for if requested). Supported and approved by NNELS Funders Group.
		Software Development	Ongoing	Ongoing work in the MARC Export area of NNELS.ca
		Operational Call	Ongoing	Monthly call of jurisdictional operational representatives
		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			
		Disaster Recovery	Ongoing	Planning commenced for 2nd Disaster Recovery Exercise, September 20th
		BCNet	Ongoing	Facilitating access to Canada's Optical Research Advanced Network for three members including the Co-op.
		Hardware	Ongoing	New ganeti cluster hardware acquired, build ongoing
		Connectivity	Completed & Ongoing	Report on current status of public library connectivity delivered to Ministry; awaiting next steps from 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	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.
		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).
		Managed Desktops	Ongoing	Started very preliminary research into possibilities of a managed desktop service for libraries.
		Personnel		
		Personnel Committee	Ongoing	Personnel Committee is leading the effort to find a new ED for the organization, with input from Governance and Finance, staff and Board. Regular meetings throughout this period
		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	Co-op staff (Tami, Christine, Laurie) toured 8 different co-working spaces in August. 2 of these co-working spaces met the requirements with a strong recommendation for The Amp (a co-working space which houses other social enterprise organization). The Amp is located on Carrall St. Staff are continuing to investigate potential options at the Amp, with the aim to bring costing details to a Finance sub-committee meeting this Fall.
		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. Staff are following up on report to Libraries Branch to encourage remaining Sitka public libraries to participate in wider BC ILC zone.
		Sitka Community calls	Ongoing	Polling and planning for November Sitka Business Function Group call.
		Acquisitions	Ongoing	Call for interest for libraries interested in adding Acquisitions for 2018 was issued in June. Kimberley will be adding Acquisitions in January 2018.
x		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	Two webinars were offered in June 2017, with 23 library staff participating. Four training sessions on two topics are planned for October and November.

		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	After a successful pilot year, the Co-op is again participating at the Collaborator level in Year 2 of the MassLNC Development initiative, along with several other large consortial partners in the US. Since convening 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	Evergreen's new web client version will be released to the community this Fall. Sitka staff have been involved in testing through the development phase and will complete more intensive testing, as well as development of documentation, training materials and communications plan. Targetting Spring 2018 for Sitka upgrade, pending testing and planning processes this Fall.
		New member libraries	Ongoing	Trail & District Library (BC) joined Sitka in August and Headingley Public Library (MB) will join Sitka in November.
		Potential new members	Ongoing	Continuing to respond to regular requests for information and presentations.
		Time zone development	Completed & 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.
		Support	Ongoing	M-F Co-op support; 24 x 7 emergency Co-op support