

The following report includes Illume Administrative Support Centre progress & activities from January 1 to June 30, 2021, main activities for 2021, and a support case analysis.

COVID-19 Pandemic Response

- Continued to support libraries through **COVID-19** re-openings:
 - Provided **online live training** to multiple libraries as they re-opened services included training of new & returning staff, optimizing workflows to include pandemic procedures, and optimizing Illume features in order to assist often reduced Staff with the increased workflow.
 - Maintained a list of **academic libraries** restoring ILL services and updated and shared via the listservs as libraries announced re-openings.

Support for Existing SHAREit Software Functionality

- Responded to and managed **339** support cases from public & post-secondary libraries, including re-opening brokerage support for multiple public Reading Centres. Questions were predominantly related to Training Support, ILL Request Support, Lender Policies, Live Shelf Status, and Union Database records.
- Opened **14 Auto-Graphics (A-G) Helpdesk tickets** via email or telephone, on a variety of issues related to the V6 SHAREit software issues/bugs, live shelf status checks, union databases, and server updates.
- **Union Databases (UDBs):**
 - Continued bi-monthly meetings with Auto-Graphics regarding progress, issues, and next & remaining steps for the **2020 Union Database Clean-up Project**, an initiative to refresh all BC Union Catalogue records and holdings.
 - **Retired** the low-use and out-dated union databases "**ELN Media Cat**" and "**ELN Serials Cat**" resulting in streamlined UDB updates, as well as search & requesting for both patrons and staff.
 - Worked with Auto-Graphics to set-up **automatic email notices**, including links to updated diagnostic & matching algorithm guides, regarding **record errors** that should be resolved in order to maintain the integrity of our cleaned up records.
 - Coordinated with Auto-Graphics on **identifying over a million records without Holdings** attached that result in orphan requests without Lenders available to loan the items to patrons.
 - Removed over 200,000 records so far without Holdings attached and assessed any possible impact on the system, current requests, or Staff before proceeding with the removal of the additional holder-less records.
 - Removed additional records with issues including Realia physical format records (eg. cross-country skis) that are not lendable as well as any remaining problem records, such as those with multiple 245 Titles.
- **Live Shelf Status (LSS):**
 - Investigated and tested **LSS** sites reporting remaining issues from previous V6 bug and worked with Auto-Graphics to implement an additional software fix that finally restored this feature.
 - Worked closely with multiple sites, including *Coast Mountain College* and *Port Moody Public*

Library, as well as our vendor Auto-Graphics, SFU IT and outside vendor Sirsi-Dynix to resolve Z39.50 target issues blocking live shelf checks.

- Launched LSS availability checks for the *Vancouver Public Library* after a 2-year implementation & training project comprising multiple departments of Staff, Administrators and vendors.
- Supported, maintained and updated LSS for multiple sites, including re-activation of *Whistler Public Library*.
- Configured, re-mapped and managed **Z39.50 Search Targets** for multiple sites; a total of **36** public & post-secondary libraries have Z-targets activated.

Communications, Training & Marketing

- Enhanced the **Illume Admin Centre support website** with new and updated communications. Created and updated 17 guides, 9 FAQs, semi-annual reports and multiple News notices of software/server updates and downtime and more: <https://illumebc.ca/>
- Created and updated multiple guides on Union Databases, Best Practices, ILL Policies, Preferred Lender Lists, ERTI smart-build, and more.
- Communicated ongoing bugs/issues with the new SHAREit V6 software and maintained a **V6 Migration Known Bugs or Issues** page: <https://illumebc.ca/news-events/news/2019/07/v6-migration-known-bugs-or-issues>
- **Training (Individual & Group):**
 - Provided multiple one-on-one and group training sessions via webinar or telephone on a wide-variety of topics including Re-Opening the Library tips & workflow, ISO site set-up, Z39.50 configuration, Live Shelf Status, Search & requesting, Patron initiated ILLs and more.
 - Due to ILL Staff & Administrators increased comfort in accessing online live training, the support centre has seen an **over 300% increase in Training requests** from the last reporting period.
 - The Support Centre added an **additional 50 plus hours** of support time devoted to individual and group Training for both Public and Post-secondary libraries on topics such as workflow, statistics, and optimizing features (eg. live shelf checks).
- **Supported the work of Eliminating ILL fees for Non-returnables between Partner Academic libraries:**
 - Developed & launched the *Best Practices for SHAREit Academic Libraries* including gathering initial pilot feedback & questions on the draft best practices from a variety of libraries. Summary available on our website here: <https://illumebc.ca/guides/best-practices>
 - Launched a **group training education series** for post-secondary SHAREit library Administrators & Staff to discuss *the Best Practices for SHAREit Academic Libraries* including workflow, settings configuration, load leveling, and optimization features available to support best practices.
 - Developed and communicated a template with recommendations on publishing **ILL Policy pages** for Academic libraries participating in the Illume system. Guide and template are available here: <https://illumebc.ca/guides/create-ill-policy-page>
 - Coordinated via listservs, direct emails and telephone with all Post-secondary libraries to publish their ILL Policy page on their websites. The Illume Support Centre provides a consolidated published list of all ILL Policy pages here: <https://illumebc.ca/about-us/ill-policies>
 - Reviewed and updated the **Post-secondary Preferred Lender Lists** to be optimized for **Copy requesting load leveling** within the province and provided an updated guide & Lender Lists for Academic libraries available here: <https://illumebc.ca/guides/preferred-lender-lists>

- **Bringing BC ELN Associate Members into the Illume interlibrary Loan system:**
 - Gathered information from BC ELN Associate members through a survey, a virtual group meeting, and individual calls to identify interest in Illume participation, ability to meet the service requirements, and anticipated usage needs of the service to present to BC ELN Steering Committee members at the July Steering Committee meeting.
 - Assessed the *Illume Benefits & Responsibilities* to determine if they currently provide the necessary framework for the inclusion of Associate Members in the Illume service. One additional criterion identified to address the need for adequate and trained library staff to support the service.
- Issued the July - December 2020 Illume Administrative Centre Progress Report: <https://illumebc.ca/about-us/reports/progress>
- Attended A-G User Group Quarterly meetings to provide BCUC feedback and suggestions to the vendor Auto-Graphics and other consortia & library systems using the SHAREit software.
- Facilitated a session on **Academic Initiatives in SHAREit** for all A-G customers at the *Auto-Graphics User Group Conference* to create a dialogue and promote software enhancements for all post-secondary libraries within the Illume system.

Optimisations and New SHAREit Features

- Worked with A-G to coordinate necessary **server updates**, upgrades and troubleshooting of the V6 software.
- Worked with *Capilano University* staff and IT Support, as well as our vendor Auto-Graphics and their vendor OCLC, to set-up as a new ISO-Relais library within SHAREit and train ILL Staff on transitioning and working with ISO Relais-SHAREit requests.
- Developed a Software survey for all post-secondary libraries using the Illume system, including SHAREit and ISO Relais/VDX libraries, to ascertain updated software requirements and desires for academic interlibrary loans in BC and communicated the survey via the academic resource sharing listervs receiving an over 70% response rate.
- Provided support and information to multiple libraries activating & updating their **Patron-initiated Interlibrary Loans**, including *Prince George Public Library*.
- Supported libraries activating **Guest ILL Request limits** including *Pemberton Public Library* and *Prince George Public Library* as well as assisted with patron questions & issues related to Request Limits.

Main Activities for 2021

- Complete the **Union Database Cleanup Project**, removing remaining records in the system causing errors and implement long-term safeguards to ensure the integrity of our UDB.
- Continue to support the BC ELN decision **to eliminate ILL fees for non-book items** between **BC ELN academic partner libraries** by developing and launching *Best Practices for ISO libraries*, review current settings of academic libraries, and provide additional group and one-on-one training sessions.
- Develop an action plan for BC ELN Associate members approved for participation in Illume.
- Support InterLINK in developing and publishing ILL policy pages.
- Support set-up and activation of all Relais libraries as ISO sites including BCIT, UFV, TWU, and VIU.

Support Case Analysis

Support Cases, by Category and Institution Type

Below are the total support cases by category and institution type. Public libraries are further broken down into small (serving populations under 40,000) and large (populations over 40,000) libraries. The high volume of cases from Vancouver Public Library (VPL) and Reading Centre (BVIL) brokering & troubleshooting requests have also been pulled out to provide more accurate numbers for the rest of the province. *The COVID-19 pandemic has resulted in an increased comfort in online training and a large increase in *Training* requests as new & returning Staff requested individual & group education on a wide variety of topics.

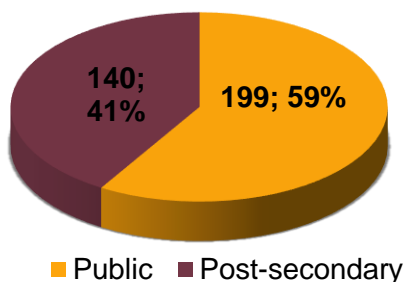
Public vs. Post-Secondary

Category	Post-Secondary	Public
BVIL Brokering		35
ERTI Smart-build	1	1
Holidays or Closures	4	4
ILL Request Support	6	13
ISO Issues	20	
Lender Policies	33	5
Live Shelf Status/Checks	7	19
Login & Access		2
Network or Server Issues	1	1
Other	4	5
Other Bugs or Errors		1
Out-of-Province Requests		7
Patron-Initiated ILLs		9
Search Resources/Targets		2
Settings Configuration	5	8
SHAREit Enhancements/Features	1	
SHAREit Software Issues & Bugs	4	12
Statistics Support	2	6
Training Support*	26	36
Union Database	15	14
UX Customisation		6
Z-Target Set-Up & Issues	11	13
Total Support Cases	140	199

Public Library by Size

Small (< 40,000)	Large (> 40,000)	VPL	BVIL
			35
	1		
2	2		
4	9		
2	3		
7	5	7	
	2		
	1		
3	1	1	
1			
6	1		
3	6		
2			
2	6		
7	4	1	
1	4	1	
7	25	4	
3	10	1	
2	3	1	
	9	4	
52	92	20	35

By Institution Type



By Public Library Size

