

The following report includes Illume Administrative Support Centre progress & activities from January 1 to June 30, 2024, main activities for 2024, and a support case analysis.

Support for Existing SHAREit Software Functionality

- Responded to and managed **285** support cases from public & post-secondary libraries, including brokerage support for multiple public Reading Centres. Questions were predominantly related to BVIL Brokering, SHAREit Software Issues & Bugs, NCIP/SIP2, Training Support, Z-Target Set-Up & Issues, Login & Access, Patron-initiated (PI-ILL) requesting, and the Union Database.
- Opened **21 Auto-Graphics (A-G) Helpdesk tickets** on a variety of questions or issues related to the software including PI-ILL requesting, statistics, NCIP, server updates/migration, and site configuration.
- Re-opened investigation and testing of **Patron & Staff Email Notices** from SHAREit after the June 12th software upgrade, as previous issues re-surfaced. Implemented SPF file work-arounds with reporting libraries and the *illumebc.ca* generic patron notice email address. Worked closely with Auto-Graphics to trouble-shoot and restore Email Notification solutions for Illume libraries.
- **Union Databases (UDBs):**
 - Assisted multiple libraries with trouble-shooting their record submissions with Auto-Graphics including *North Vancouver District Public Library* (BNVD) and *Trail & District Public Library* (BT).
- **Live Shelf Status (LSS):**
 - Assisted multiple libraries, including *West Vancouver Memorial Library* (BWV), with Live Shelf Status mapping updates to resolve issues or for temporary deflections, such as branch renovations.
- **ISO Support:**
 - Assisted multiple ISO-target sites, including the *British Columbia Institute of Technology* (BBIT) and *Royal Roads University* (BRCZ) with troubleshooting or update of their SHAREit ISO configuration.
 - Requested updates from the vendor Auto-Graphics on **ISO 18626** availability in SHAREit to replace ISO 10160/10161 communications for interested libraries. Auto-Graphics has revised the target launch date of 2nd quarter 2024 to the firm date of September 2024 due to technical complications.
- **Z3950 Support:**
 - Configured, mapped and managed updates to Z39.50 Search Targets for multiple libraries, including *Burnaby Public Library* (BB), *Fort St. James Public Library* (FSJA), *North Vancouver District Public Library* (BNVD), *Tumbler Ridge Public Library* (BTR), *Vancouver Island Regional Library* (BNVI), and *West Vancouver Memorial Library* (BWV).
 - Worked closely with the *University of Northern British Columbia* (BPGU) to update their Z39.50 Search Target to a new OCLC WMS Search Target after their migration to OCLC WorldShare. Included updating custom Search Resource configuration for all our sites to replace their inoperative UNBC Z-target. Continued to work closely with Auto-Graphics and UNBC to investigate options for searching and requesting from this participating library after access to their WMS target was removed at the end of March. Currently recommending submission of records to our shared “BC Union Catalogue” union database to restore record/holdings availability.
 - A total of **43** public & post-secondary participating & partner libraries have Z-targets activated.

- Enhanced the **Illume Support website** with new and updated communications. Created and updated 7 guides, 7 FAQs, semi-annual reports and multiple News, such as software updates: <https://illumebc.ca/>
- Updated **guides** with changes related to existing features, such as Account Security and Password Best Practices, Email Notice Wildcards, OpenILL and OpenURL, and communicated as appropriate.
- Communicated ongoing and resolved bugs/issues with the SHAREit V6 software and maintained a **V6 Migration Known Bugs or Issues** page: <https://illumebc.ca/v6-known-bugs-or-issues>
- Assessed the internal and external cybersecurity of the SHAREit software & accounts to ensure that all data for the Illume service is as secure as possible. Developed, communicated about and supported implementation of **SHAREit Account Best Practices** to strengthen, update and encrypt storage of all BC ELN SHAREit accounts in response to increased demand for enhanced security practices.
- Coordinated with the vendor Auto-Graphics and SFU IT on an upcoming **SHAREit server migration** to implement technical and infrastructure improvements. Server migration is expected for Fall/Winter 2024/25 after updates to the SHAREit software are available to support upgraded infrastructure.
- Assisted multiple libraries with **temporary Interlibrary Loan closures** related to staffing shortages, labour actions, and disaster evacuations. This included the *Cariboo Regional District Library* (BWLC), *Greater Victoria Public Library* (BVI), and *Fort Nelson Public Library* (BFN). Provided updated documentation to Public Libraries Branch and InterLINK to assist with standardizing recommendations for temporary closure steps, and explored recommendations related specifically to labour action closures. Also communicated updates related to BFN and BVI temporary long-term closures to assist impacted libraries with managing in progress requests.
- Launched and supported implementation of the finalized **OpenILL** feature to post-secondary and public libraries desiring 3rd party integration of pre-populated SHAREit requests. Developed an updated guide and set-up training video to assist with local configuration.
- Communicated updates on the new **Beta Statistics** feature available in SHAREit, including advice about issues (now resolved) and our updated Statistics guide with recommendations and tips. Provided member library feedback and Illume Support Centre recommendations to vendor.
- Presented an update on SHAREit optimization features to the June 26th, 2024 **Northern Library Federations (Central, East & West) Round-Table** to promote Illume Support assistance to libraries interested in SHAREit optimization features and streamlining staff workflow. Features such as Patron-initiated requesting and Live Shelf Checks have been identified to reduce staff workload in the recent 5-year review of Public Library Turnaround Borrower & Lender statistics.
- **Training (Individual & Group):**
 - Provided multiple training sessions via webinar, email or telephone on a wide-variety of topics including NCIP, PI-ILL requesting, OpenILL/OpenURL and 3rd party direct to SHAREit requesting, Search Targets/Resources, new Features/Enhancements, Statistics, and more.
- **Bringing BC ELN Associate Members into the Illume interlibrary Loan system:**
 - Worked closely with associate member **Acsenda School of Management**, on their Illume Participation Plan including recommendations to meet the Illume Benefits and Requirements to join the provincial resource sharing service in 2024-25.
- Attended or reviewed **professional development sessions related to emerging interlibrary topics** including “Licensing & Resource Sharing”, “Artificial Intelligence and a Smarter ILL Future”, the Boston Library Consortium’s “E-Book ILL Roadmaps” and ICOLC’s “Implementing Consortial CDL for ILL”.
- Attended **A-G User Group Quarterly meetings** to provide BCUC feedback and Enhancement suggestions to the vendor Auto-Graphics and other consortia & library systems using SHAREit software.

Optimisations and New SHAREit Features

- Collaborated closely with the vendor Auto-Graphics on **External “Out-of-Province” requesting options** within the SHAREit software with a Use Case, as well as implementation and troubleshooting of possible WMS (WorldShare) search and/or ISO target activation. Consulted with the extended SHAREit User Group community to discuss consortial experiences with OCLC WorldShare.
- Continued to work closely with multiple large Public libraries, including the *Greater Victoria Public Library* (BVI), *Prince George Public Library* (BPG) and *Vancouver Island Regional Library* (BNVI), interested in implementing **NCIP** to enhance or implement Patron-initiated requesting with automated patron authentication. Assisted libraries with creating updated workflows related to NCIP communications. Consulted with the extended SHAREit User Group community on advice specific to pilot library ILS software (eg. Innovative Interfaces Sierra) and NCIP set-up with SHAREit.
- Provided support, training and troubleshooting to multiple libraries interested in activating, updating or trouble-shooting their **Patron-initiated Interlibrary Loans**, including *Alexander College* (BBAC), *New Westminster Public Library* (BNW), *Prince George Public Library* (BPG), *Vancouver Island Regional Library* (BNVI) and more.
- Worked with Auto-Graphics and SFU IT to coordinate necessary updates, upgrades and troubleshooting of the SHAREit software and servers including network connection issues and firewall updates.
- Provided feedback and suggestions to the vendor Auto-Graphics on new, existing and in-progress Enhancements & Features including OpenILL, Statistics, and Patron & Staff Notices.

Main Activities for 2024

- Provide additional group and individual training sessions to Northern Public libraries interested in implementing software optimizations and workflow improvements, such as Patron-initiated interlibrary loans, Lending Policies and Live Shelf Checks.
- Implement optimizations such as SIP2/NCIP or LDAP/SSO authentication or communications for interested pilot libraries. Both the *Greater Victoria Public Library* (BVI) and *Prince George Public Library* (BPG) are in-progress to launch NCIP activation in Fall 2024. Create additional documentation and training for other Illume libraries also interested in automated patron authentication or NCIP.
- As a finalized launch date becomes available from the vendor Auto-Graphics, communicate updates on ISO 18626 interoperability between SHAREit and external ILL software such as Relais, VDX or Tipasa. And provide support for ISO-target libraries interested in implementing or upgrading ISO communications with SHAREit.

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 usually larger volume of cases from Reading Centre (BVIL) brokering & troubleshooting have also been pulled out to provide more accurate numbers for the rest of the province. *Public library questions below included 112 hours of library-specific support time.

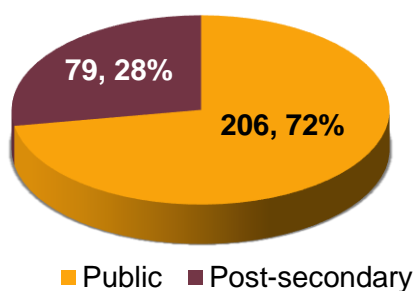
Public vs. Post-Secondary

Category	Post-Secondary	Public
BVIL Brokering	-	55
ERTI Smart-build	1	1
Holidays or Closures	1	9
ILL Request Support	8	4
ISO Issues	2	-
Lender Policies	5	8
Live Shelf Status/Checks	-	2
Login & Access	8	9
NCIP	-	27
Network or Server Issues	-	1
Other	3	5
Other Bugs or Errors	1	1
Out-of-Province Requests	-	3
Patron-Initiated ILLs	2	13
Search Resources/Targets	2	2
Settings Configuration	7	4
SHAREit Enhancements/Features	-	1
SHAREit Software Issues & Bugs	6	26
Statistics Support	5	2
Training Support	11	11
Union Database	5	10
UX Customisation	-	4
Z-Target Set-Up & Issues	12	8
Total Support Cases	79	206

Public Library by Size

Small (< 40,000)	Large (> 40,000)	BVIL
-	-	55
1	-	-
5	4	-
3	1	-
-	-	-
4	4	-
-	2	-
3	6	-
-	27	-
-	1	-
3	2	-
1	-	-
2	1	-
-	13	-
-	2	-
3	1	-
-	1	-
7	18	1
1	1	-
7	4	-
8	2	-
2	2	-
2	6	-
52	98	56

By Institution Type



By Public Library Size

