

The following report includes Illume Administrative Support Centre progress & activities from January 1 to June 30, 2020, main activities for 2020, and a support case analysis.

COVID-19 Pandemic Response

- Developed and communicated multiple news items including tips for **managing temporary closures** related to **COVID-19**.
- Created and delivered **new training materials**, including multiple videos, on managing requests during extended closures.
- Created and communicated videos specific to updating the Illume (SHAREit V6) **UX Admin interface** to assist member libraries with communicating closures directly to their patrons via Illume.
- Developed a list of **Public & Academic libraries suspending ILL services** and updated as libraries announced closures. Post-secondary list of libraries also included information on academic libraries continuing to provide **Non-returnable (copy) requests of Ejournal materials** during COVID-19 closures.
- Discussed additional **COVID-19 software settings** and **request workflow suggestions** with the vendor and other SHAREit customers to ensure our libraries had optimal suggestions for proceeding with closures. Updates & suggestions/tips were shared with Illume libraries through our website and the listservs, including the **consortial extension** of our **Days to Delete setting** from **90 to 180 days**.
- Worked with the vendor and other SHAREit customers to **identify SHAREit software workflow issues highlighted by COVID-19**, such as requests marked with status “**Lost**” being too soon deleted. Auto-Graphics has committed to resolving identified issues and updating software workflow.
- Created and communicated to the post-secondary listserv a **group training session on optimizing Illume for Non-returnable (Copy) requesting-only during COVID-19 closures** of physical materials requesting. The session was attended by over a dozen academic staff members and discussed topics such as the Lending & Borrowing Policies, PI-ILLs, Desktop Delivery, and more.
- Contributed & shared our **COVID-19 closure, workflow and quarantine materials** with **other SHAREit customers** to aid each other in addressing issues arising from the pandemic. The Illume Support Centre also reviewed shared materials of other customers to provide better support to our member libraries during this exceptional time.

Support for Existing SHAREit Software Functionality

- Responded to and managed **261 support cases** from public & post-secondary libraries, including brokerage for multiple public Reading Centres. Questions were predominately regarding Holidays/Closures related to COVID-19, Training Support, ILL Request Support, Live Shelf Status, and V6 SHAREit software issues/bugs & enhancement requests.
- Opened **17 Auto-Graphics (A-G) Helpdesk tickets** via email or telephone, reporting a variety of issues related to the V6 SHAREit software issues/bugs, enhancements/features, and server updates.

- **Live Shelf Status (LSS):**
 - Investigated and tested our **17 LSS** sites after multiple reports of a significant V6 bug impacting all shelf availability checking.
 - Submitted multiple bug tickets to Auto-Graphics and worked closely with the vendor on both a current workaround and a long-term optimal resolution for the issue.
 - Tested multiple fixes applied by the vendor to try to resolve the issue. Auto-Graphics ultimately added live shelf checking software re-writes/updates *at our request* to resolve the problem for BCUC.
 - Additional updates and progress made activating LSS for the *Vancouver Public Library (VPL)*, including additional updates to their Z39.50 mapping and an enhancement ticket submitted to A-G for display of indigenous characters on Z-target records.
 - Maintained and updated LSS for multiple sites, including the *Okanagan Regional Library*.
- Configured, re-mapped and managed **Z39.50 Search Targets** for multiple sites including *Coast Mountain College*; a total of **36** public & post-secondary libraries have Z-targets activated.
- Assisted libraries with Z39.50 target use & training and sign-ups for Voilà Z39.50 access.

Communications, Training & Marketing

- Maintained the **Illume Admin Centre support website** with new and updated communications including updates related to COVID-19. Created and updated 13 guides, 11 FAQs, semi-annual reports and multiple News notices of software/server updates, downtime and more: <https://illumebc.ca/>
- 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>
- Created and updated multiple guides on **Patron-initiated Interlibrary Loans**, including new videos for every step of the process, and related guides such as the Borrowing Policy and ILL Review.
- Created and updated multiple guides on updated SHAREit V6 features including the ERTI Smart-build, Search Tips, and more.
- Provided multiple **one-on-one training sessions** via webinar or telephone on a wide variety of topics including Statistics, Searching & Search Resources/Targets, Request Manager Workflow, and more. Libraries requesting training included the Burnaby Public Library, Camosun College, New Westminster Public Library, Okanagan College, Vancouver Public Library, and more.
- Submitted **enhancement features** requested by our members to A-G and participated along with other consortia in discussing and voting on current & future enhancements. COVID-19 enhancement requests to be implemented in 2020, include Request Manager workflow updates. Additional enhancements submitted for 2021 include Desktop Delivery improvements suggested during group training, Preferred Lender list enhancements, new Statistics reports, interface updates, additional Request Manager workflow suggestions, and more.
- Contributed anonymized information on Illume participating members, such as ILS software (eg. Horizon), to a **clearing house of SHAREit customers**. This clearing house was created by Auto-Graphics and SHAREit customers to promote and aid in collaborative sharing of solutions and troubleshooting for any issues encountered interacting & using SHAREit V6 with multiple varied library set-ups.
- Attended **A-G User Group Quarterly meetings** as Chair of User Group and facilitated transfer of User Group Chair position in January 2020.

Optimisations and New SHAREit Features

- Worked with A-G to coordinate necessary **server updates**, upgrades and troubleshooting of the new V6 software.
- Updated the training documentation with additional changes to the new highly requested **Borrowing Policy feature**, to hide the “Request This Item” button display based on format (eg. DVD).
- Coordinated, updated and implemented **Patron-Initiated ILL (PI-ILL)**:
 - Updated the entire PI-ILL guide (found here <<https://illumebc.ca/guides/patron-initiated-ills>>) with training videos for each step of the process. Including tips & suggestions of new features for optimisation, such as the Borrowing Policy, Guest Request Limits, ILL Review, and Desktop Delivery.
 - Re-recorded and refreshed multiple V5 training videos related to PI-ILLs to highlight SHAREit V6 interface updates, such as the **Guest Request Limits** and **ILL Review** features.
 - Provided support and information to libraries interested in updating their PI-ILLs, including *Coquitlam Public Library*.
- Investigated multiple issues with **Guest ILL Request limits** not applying and coordinated with Auto-Graphics to restore this important feature and correct various bugs/issues.
- Coordinated with Auto-Graphics to apply a fix to all libraries so **Pickup Locations**, for patron-initiated ILLs & Staff requests, would display after a software upgrade hid the option for many libraries.

Main Activities for 2020

- Support participating Illume libraries through the exceptional challenges of the COVID-19 pandemic.
- Complete next phase of a **Union Database Cleanup Project** to identify records in the system that cause errors and refresh all the union databases with new records from partner libraries. This will improve search and requesting for patrons and staff who use Illume.
- Support the BC ELN decision **to eliminate ILL fees for non-book items** between **BC ELN partner libraries** by reviewing the current best practices and load leveling for post-secondary libraries. This will help ensure the health and fairness of the BC library resource sharing system so that all libraries have the opportunity to participate without being overwhelmed.
- Launch a new Illume **newsletter Spark!**

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 a large increase in questions related to *Holidays or Closures*.

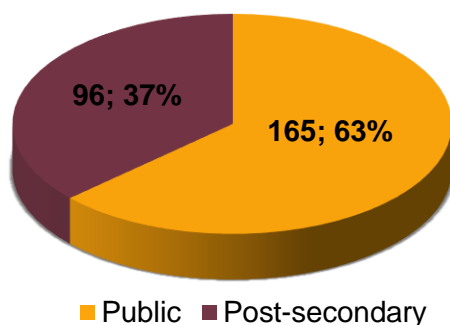
Public vs. Post-Secondary

Category	Post-Secondary	Public
BVIL Brokering		28
ERTI Smart-build		5
Holidays or Closures*	27	38
ILL Request Support	7	10
ISO Issues	5	5
Lender Policies	1	6
Live Shelf Status/Checks	1	17
Login & Access	4	3
Other	2	5
Other Bugs or Errors	1	4
Out-of-Province Requests	1	
Patron-Initiated ILLs		5
Settings Configuration	8	4
SHAREit Enhancements/Features	2	1
SHAREit Software Issues & Bugs	3	10
Statistics Support	3	7
Training Support	21	7
Union Database	7	1
UX Customisation	2	3
Z-Target Set-Up & Issues	1	6
Total Support Cases	96	165

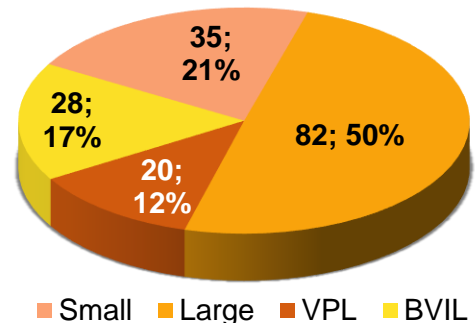
Public Library by Size

Small (< 40,000)	Large (> 40,000)	VPL	BVIL
			28
	5		
17	17	4	
3	4	3	
	4	1	
	4	2	
2	12	3	
1	1	1	
3	2		
4			
	5		
3		1	
	1		
	9	1	
1	6		
1	6		
		1	
	3		
	3	3	
35	82	20	28

By Institution Type



By Public Library Size



Support Case Categories, by Number and Time Spent

The table below breaks down the public library support cases by category and provides information on the total number of cases initiated and the approximate amount of time spent on each category. COVID-19 resulted in increases in questions related to *Holiday or Closures*, *Training Support* session requests, and *ILL Requesting Support*. Unrelated to COVID-19, most questions were related to *SHAREit Software Issues & Bugs*, *Live Shelf Status/Checks* and *BVIL Brokering*.

Category	# Support Cases	Time Spent (in hours)	% Resolved to Date
BVIL Brokering	28	15.75	100%
ERTI Smart-build	5	2.75	80%
Holiday or Closures	38	20	100%
ILL Request Support	10	6.25	100%
ISO Issues	5	2	100%
Lender Policies	6	2.25	100%
Live Shelf Status/Checks	17	14	100%
Login & Access	3	1.25	100%
Other	5	1.25	100%
Other Bugs or Errors	4	2	100%
Patron-Initiated ILLs	5	2.75	100%
Settings Configuration	4	2.5	100%
SHAREit Enhancements/Features	1	2	100%
SHAREit Software Issues & Bugs	10	5.75	100%
Statistics Support	7	4.75	100%
Training Support	7	4.75	100%
Union Database	1	0.5	100%
UX Customisation	3	1.25	100%
Z-Target Set-Up & Issues	6	3.5	100%

