Illume Administrative Centre
Progress Report
January 1 – June 30, 2026

The following report includes Illume Administrative Support Centre progress & activities from January 1 to June 30, 2026, main activities for 2026, and a support case analysis.

Support for Existing SHAREit Software Functionality

- Responded to and managed **370** support cases from public & post-secondary libraries, including brokerage support for public Reading Centres. Questions were predominantly related to ISO transition/migration support, Training Support, Network or Server Issues, Union Database questions, Settings Configuration support, ILL Request Support, Patron-initiated ILLs, NCIP/SSO or automated authentication set-up/configuration, SHAREit Software Issues & Bugs, ERTI Smart-build issues, and Holidays/Closures.
- Coordinated closely with SFU IT and leadership on **extended Illume (SHAREit) outages** and slowness issues related to external traffic overloading host site *Simon Fraser University's* network. SFU IT implemented solutions to mitigate attacks and prioritize traffic to critical infrastructure such as Illume (SHAREit) in times of crisis, improving connectivity to the SHAREit server and resolving any further extended network outages.
- **Auto-Graphics Support Tickets:**
  - Opened **18 Auto-Graphics (A-G) Helpdesk tickets** on a variety of questions or issues related to the software including Server Migration/Upgrades, NCIP or automated patron authentication, and SHAREit bugs/issues or new features.
  - Continue to see a consistent number of tickets related to bug issues or feature feedback by our member libraries. Member libraries submitted **20 support questions/tickets** related to issues with **SHAREit Enhancements/Features** or **Software Issues & Bugs**.
  - Requested monthly updates on important ongoing issues and feature feedback at vendor meetings with the **Head of A-G Customer Support** and the **A-G Customer Success Manager**.
- **Integration Support:**
  - Held a second follow-up **water cooler session** for all **non-SHAREit sites** using alternate software (eg. Relais which is retiring mid-2026) to discuss current integration progress and potential upcoming integration options, updates from BC ELN, vendor updates from Auto-Graphics & OCLC, and current workflows and upcoming plans for libraries not using SHAREit as their primary ILL software.
  - Continued to communicate with Auto-Graphics on upcoming updates to **ISO 18626** availability and OCLC API availability for interested Tipasa and WorldShare libraries.
  - After extensive testing and set-up, launched **Alma ISO integration** with SHAREit for the *University of Victoria* (BVIV) and *Simon Fraser University* (BVAS). Illume libraries can again seamlessly borrow & lend peer-to-peer with these partner libraries.
- Met with leadership, resource sharing and systems teams from the *University of British Columbia* (BVAU), to discuss workflow options and next steps for testing the **ISO 18626 "Request Transfer" lender-of-last-resort integration** option available for **OCLC Tipasa**. Communicated with both Auto-Graphics and OCLC on any vendor next steps necessary for implementation.
- **Live Shelf Status (LSS):**
  - Assisted multiple libraries with configuration, set-up and troubleshooting to launch the live shelf

status check feature, including our first SHAREit integrated **EBSCO Folio** software system, *Douglas College* (BNWD), and the **Sitka Evergreen** library *Hazelton Public Library* (BHA). Approximately 5 BC ELN libraries use Folio with others, including *Thompson Rivers University* (BKCC), also expressing interest in future Live Shelf Status set-up.

- **Union Databases (UDBs):**
  - Worked closely with Auto-Graphics on next steps to restore Union Database loads after the retirement of long-time A-G staff responsible for this task. Auto-Graphics is currently working on automating the UDB load procedure.
  - Supported multiple libraries with questions and issues related to the temporary Union Database updating pause, including *Kwantlen Polytechnic University* (BSKC), *Okanagan College* (BKOC), *Okanagan Regional Library* (BKO), *Richmond Public Library* (BRIZ), *Squamish Public Library* (BSQ), *Vancouver Island Regional Library* (BNVI), and *West Vancouver Memorial Librar*y (BWV), and more.
  - Coordinated further with InterLINK to explore alternative workflows via an Illume custom Union Database for resource sharing their Media for print-disabled patrons. Coordinated with Auto-Graphics on any potential costs and workflow related to the addition of a new union database.
- **Z3950 Support:**
  - Communicated recommendations and troubleshooting for live shelf status sites with Z39.50 targets prioritized for ERTI smart-builds, rather than defaulting to non-live UDB record holdings.
  - Assisted multiple sites with troubleshooting inaccessible Z39.50 servers related to local issues or firewall access, including *Kwantlen Polytechnic University* (BSKC).
  - A total of **48** public & post-secondary participating & partner libraries have Z-targets activated.

Communications, Training & Marketing

- Enhanced the **Illume Support website** with new and updated communications. Created and updated 12 guides, 9 FAQs, semi-annual reports and multiple News announcements, such as training sessions and software updates: https://illumebc.ca/
- Communicated updates to the **Request Manager feature** including newly created guides on navigation, configuration and the new **Unread Notes feature**. Communications and support included listserv announcements, staff dashboard announcements, and a drop-in session on launch day for assistance with how-to navigate and customize the new request manager. Coordinated sharing library feedback on the new feature with the vendor Auto-Graphics.
- Communicated widely the **network slowness and service interruptions** for all SFU servers and services, including BC ELN email and Illume (SHAREit), related to the DoS attacks against our host site *Simon Fraser University*. Provided alternate email contacts, telephone support, and frequent listserv updates, as well as information on troubleshooting and mitigation steps being taken by SFU IT and updates on resolutions and restoration of all services.
- Used the new **Staff Dashboard Announcement Messaging System** feature to announce 9 important announcements related to new SHAREit software features, scheduled and emergency SHAREit software or server updates, and SHAREit software tips.
- Updated **guides** with changes related to existing features, such as the ERTI Smart-builds, Preferred and System-wide Lender Lists, Lending Policies, Live Shelf Status Set-up, Union Database procedures for Public & Post-secondary libraries, and Search Groupings/Views Customization, 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

- **Training (Individual & Group)**:
  - Provided multiple training sessions via webinar, email or telephone on a wide-variety of topics including new Staff & Admin training, Search Customization, PI-ILL & Simplified Patron Forms, Document/Desktop Delivery and OpenILL, Search Target Resources, Staff Automatic Approval and Borrower Workflow, Z39.50 Searching, and more.
  - Provided a **group drop-in training** and **demonstration** session to **Public** and **Post-secondary libraries** on the new **Request Manager** navigation and customization. Session was very well attended with staff and admins from approximately 15 libraries attending including *Alexander College* (BBAC), *Beaver Valley Public Library* (BFBV), *Burnaby Public Library* (BB), *Chetwynd Public Library* (BCHE), *Coast Mountain College* (BTEN), *College of New Caledonia* (BPGC), *Douglas College* (BNWD), *Emily Car Institute of Art + Design* (BVAE), *Greater Victoria Public Library* (BVI), *Invermere Public Library* (BIN), *North Vancouver District Public Library* (BNVD), *Okanagan Regional Library* (BKO), *Richmond Public Library* (BRIZ), and *Vancouver Public Library* (BVA).
  - Provided multiple group staff & administrator training sessions to former OCLC Relais libraries transitioning to directly using SHAREit, including *Capilano University* (BVAC), *Kwantlen Polytechnic University* (BSKC), and *Trinity Western University* (BLTW), to provide either primary ILL services or in conjunction side-by-side with other non-integrated ILL systems (eg. WorldShare or Tipasa).
- **Bringing BC ELN Associate Members into the Illume interlibrary Loan system:**
  - Coordinated with new BC ELN member, *Adler University*, to join Illume via Alma ISO integration with SHAREit. A new SHAREit site (BCKDU) has been created and initially configured for their library. And ISO integration set-up and troubleshooting is to occur in summer 2026 with a target launch date of September 2026.
- Attended **A-G User Group Quarterly meetings** to provide BCUC feedback and Enhancement suggestions to the vendor and other consortia & library systems using SHAREit software.

Optimisations and New SHAREit Features

- Communicated and provided guides and FAQs on new and updated SHAREit features including the new **Request Manager re-design**, **Enhanced Visibility Request Notes Improvement**, new **Undo Status Options**, a new **Duplicate Request feature**, and a requested **Non-returnable (Copy) setting** in the **Lending Policy**.
- Illume Support and the BC ELN Executive Director recently met online with the **Auto-Graphics Director of IT** and our **Auto-Graphics Account Manager** to discuss an upcoming SFU mandated server infrastructure migration, including associated costs.
- Completed an **Environmental Scan** of interlibrary loan software and solutions to identify opportunities, trends and strategic directions related to resource sharing in the province, including a review of the current BC resource sharing landscape. Consulted with other Canadian and world-wide consortia on resource sharing options.
- **Auto-Graphics Features & Enhancements:**
  - Provided feedback and suggestions to the vendor on new, existing and in-progress Enhancements & Features including the Request Manager re-design, ISO integration, Statistics & Reports updates, and more.
- **Patron-Initiated ILL Requesting (PI-ILLs):**
  - Provided support, training and troubleshooting to multiple libraries interested in activating, updating or trouble-shooting their **Patron-initiated Interlibrary Loans**, including *Bown Public Library* (BBI), *College of the Rockies* (BCRK), *Fernie Public Library* (BF), *Fort St. John Public Library* (BFSJ),

Greater Victoria Public Library (BVI), *Kaslo Public Library* (BKAS), *Port Moody Public Library* (BPMP), *Squamish Public Library* (BSQ), and more.

- Supported multiple libraries **temporarily de-activating Patron-initiated ILLs** during the **extended network outages**, including *Vancouver Public Library* (BVA), and assisted libraries with re-activation after network stability was restored.

- **Patron Authentication (NCIP, SIP2 and SSO):**
  - Continued to explore options for **Pickup Locations** with **Auto-Graphics** and **SirsiDynix** in coordination with *Greater Victoria Public Library* (BVI) and *Prince George Public Library* (BPG).
- Worked with Auto-Graphics and SFU IT to coordinate necessary updates, upgrades and troubleshooting of the SHAREit software and servers firewall updates.

Main Activities for 2026

- Continue to communicate and support libraries using **non-SHAREit resource sharing software** (eg. Alma) to ensure that all BC ELN libraries can continue to participate effectively in the Illume consortia via SHAREit *or* SHAREit integration. This will include ISO integration testing and set-up between any remaining Ex Libris Alma libraries and the OCLC Tipasa library the *University of British Columbia* (BVAU), in order to provide improved interlibrary loan requesting workflows by Fall 2026.
- Complete a **Needs Assessment** of interlibrary loan software and solutions to identify opportunities, trends and strategic directions related to resource sharing in the province. Building on an Environmental Scan of the interlibrary loan software landscape, the Needs Assessment will provide provincial partners and libraries with the insights necessary to make decisions about future interlibrary loan infrastructure.
- Coordinate with the vendor Auto-Graphics and SFU IT on an upcoming required SHAREit server migration from a VMWare virtualization environment to a Nutanix environment no later than December 2026. BC ELN and Illume Support will widely communicate the server migration and work closely with partners to achieve a seamless migration with very little down-time.

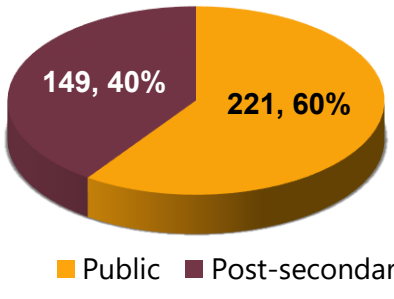
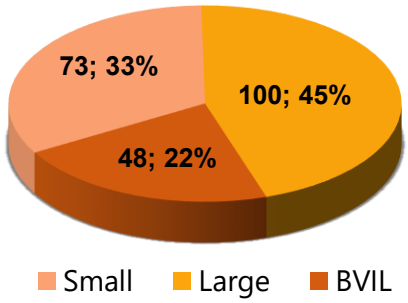
Support Case Analysis

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 (over 40,000 pop.) libraries. The usually larger volume of cases from Reading Centre (BVIL) brokering has also been pulled out to provide more accurate numbers for the rest of the province. **Public library questions below included 120 hours of library-specific support time.*

	Public vs. Post-Secondary		Public Library by Size		
Category	**Post-Secondary**	**Public**	**Small (< 40,000)**	**Large (> 40,000)**	**BVIL**
BVIL Brokering	-	47	-	-	47
ERTI Smart-build	1	9	7	2	-
Holidays or Closures	5	5	4	1	-
ILL Request Support	7	13	7	6	-
ISO Issues	65	0	-	-	-
Lender Policies	1	4	2	2	-
Live Shelf Status/Checks	5	3	3	-	-
Login & Access	2	1	1	-	-
NCIP	-	15	-	15	-
Network or Server Issues	5	29	14	15	-
Other	2	4	1	3	-
Other Bugs or Errors	-	-	-	-	-
Out-of-Province Requests	-	1	1	-	-
Patron-Initiated ILLs	6	14	8	4	-
Search Resources/Targets	-	1	1	-	-
Settings Configuration	7	14	12	2	-
SHAREit Enhancements/Features	1	5	2	3	-
SHAREit Software Issues & Bugs	3	11	3	7	1
Statistics Support	2	4	2	2	-
Training Support	27	20	3	17	-
Union Database	5	18	2	16	-
UX Customisation	-	3	-	3	-
Z-Target Set-Up & Issues	5	-	-	-	-
Total Support Cases	**149**	**221**	**73**	**100**	**48**

By Institution Type



By Public Library Size