Illume Administrative Centre
Progress Report
July 1 – December 31, 2024

The following report includes Illume Administrative Support Centre progress & activities from July 1 to December 31, 2024, main activities for 2025, and a support case analysis.

Support for Existing SHAREit Software Functionality

- Responded to and managed **354** support cases from public & post-secondary libraries, including brokerage support for multiple public Reading Centres. Questions were predominantly related to NCIP set-up/configuration, BVIL Brokering, SHAREit Software Issues & Bugs, Live Shelf Status Checks, Network or Server Issues, ISO issues, Settings Configuration, Training Support, Holidays or Temporary Closures, and Z-Target Set-up/Issues.
- Opened **37 Auto-Graphics (A-G) Helpdesk tickets** on a variety of questions or issues related to the software including Server Migration/Upgrades, NCIP, and SHAREit bugs/issues.
- Assisted multiple libraries with errors with the **ERTI smart-build** after the vendor Auto-Graphics made changes to this feature to make use of all live Z39.50 targets available to a consortia in order to improve lender list building.
- **Union Databases (UDBs):**
  - Assisted multiple libraries with trouble-shooting their record submissions with Auto-Graphics including *Fraser Valley Regional Library* (BABF) and the *InterLINK consortia* (BBGV).
- **Live Shelf Status (LSS):**
  - Assisted all live shelf status libraries when the feature became non-functional after the vendor Auto-Graphics made updates to availability functionality with Union Database records.
  - Assisted multiple libraries, including *Prince George Public Library* (BPG), *Tumbler Ridge Public Library* (BTR) and *Fort St. James Public Library* (FSJA) with LSS set-up and launch.
  - Assisted multiple libraries, including *Hazelton Public Library* (BHA), *Dawson Creek Municipal Library* (BDC), *Smithers Public Library* (BS), *Cariboo District Regional Library* (BWLC), and *Fraser Valley Regional Library* (BABF), with investigating the live shelf status feature and initial set-up steps.
  - Assisted multiple libraries, including *Burnaby Public Library* (BB), *Vancouver Island Regional Library* (BNVI), and *West Vancouver Memorial Library* (BWV), with Live Shelf Status mapping updates to resolve firewall/access issues or for temporary deflections, such as branch renovations.
- **ISO Support:**
  - Supported libraries transitioning from Relais to Tipasa, including communicating current OCLC and Auto-Graphics ISO technical integration options and licensing restrictions related to integration via OCLC API with SHAREit.
  - Received updates from the vendor Auto-Graphics on **ISO 18626** availability in SHAREit to replace ISO 10160/10161 communications for interested libraries. Development has recently been delayed due to changing OCLC strategic and licensing directions, that potentially limit their software's ISO and API integration with SHAREit.
- **Z3950 Support:**
  - Configured, mapped and managed updates to Z39.50 Search Targets for multiple libraries,

including *Burnaby Public Library* (BB), *Hazelton Public Library* (BHA), *Dawson Creek Municipal Library* (BDC), *Smithers Public Library* (BS), *Cariboo District Regional Library* (BWLC), and *Vancouver Island Regional Library* (BNVI). Including working closely with BC Coop Sitka support on Z39.50 target accessibility and testing of multiple Evergreen sites.

- A total of **46** 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 7 guides, 8 FAQs, semi-annual reports and multiple News, such as software updates: https://illumebc.ca/
- Updated **guides** with changes related to existing features, such as Lender Lists load leveling, Statistics, and OpenILL 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
- Continued to coordinate with the vendor Auto-Graphics and SFU IT on an upcoming **SHAREit server migration** to implement technical and infrastructure improvements. Server migration is now expected for Winter 2024/25 after updates to the SHAREit software are available to support upgraded infrastructure.
- Executive Director and Illume Support met with OCLC Canadian Executive Director to discuss OCLC Relais and Tipasa integration options with SHAREit. Including **ISO 18626** availability and API integration as well as potential licensing restrictions related to integration only being available for "shared" customers.
- Provided workflow tips and best practices to Public, InterLINK and Post-secondary libraries on how to manage **temporary full or partial closures** related to the **Canada Postal** service labour action. Libraries were also provided with recommendations and assistance re-opening after the strike action ended.
- Published and communicated the **December 2024 Illume Spark** newsletter: https://illumebc.ca/news-updates/newsletter
- Supported **Northern Library Federations (Central, East & West) Round-Table** interested in implementing SHAREit optimization features and streamlining staff workflow. Features such as Patron-initiated requesting and Live Shelf Checks are currently completed or in-progress with set-up at multiple Northern library sites.
- To meet evolving needs of Illume libraries, BC ELN surveyed resource sharing members on the future of **physical media resource sharing** for **BC ELN partner libraries**. Including feedback on the current Media Resource Sharing procedures/best practices here: https://bceln.ca/services/resource-sharing/media-resource-sharing
- **Training (Individual & Group)**:
  - Provided multiple training sessions via webinar, email or telephone on a wide-variety of topics including NCIP, PI-ILL requesting, Live Shelf Status set-up, new Copy and Loan Lender List Load Leveling Features, OpenILL/OpenURL and 3rd party direct to SHAREit requesting, Statistics, and more.
- Attended the **2024 Northwest Interlibrary Loan & Resource Sharing Conference** virtually for professional development on vendor updates, consortia trends, and emerging interlibrary topics such as "E-Book Controlled Digital Lending" and "ILL Automation Workflows".
- 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

- Submitted multiple enhancement & optimization requests, suggested by our member libraries or Illume Support, for the SHAREit software. For 2025, multiple BCUC suggested enhancements and improvements again received the top votes by all other SHAREit customers. Including a Staff Dashboard Announcement/Message system, Owned By My Library improvements and a "Duplicate" request feature for staff to quickly & easily create new requests from existing requests.
- Continued to work closely with multiple large Public libraries, including the *Greater Victoria Public Library* (BVI) and *Prince George Public Library* (BPG) to launch **NCIP** to enhance or implement Patron-initiated requesting with automated patron authentication.
- Provided support, training and troubleshooting to multiple libraries interested in activating, updating or trouble-shooting their **Patron-initiated Interlibrary Loans**, including *Fort St. James Public Library* (FSA), *Vancouver Island Regional Library* (BNVI), 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 including network connection issues and firewall updates.

Main Activities for 2025

- Expand Public library group and individual training sessions, focusing on InterLINK, Vancouver Island and Kootenay-Okanagan libraries interested in implementing software optimizations and workflow improvements, such as Patron-initiated interlibrary loans, Lending Policies and Live Shelf Checks. Related to the outcomes from the 5-year public & post-secondary library turnaround statistical analysis.
- Launch NCIP authentication and workflow for both the *Greater Victoria Public Library* (BVI) and *Prince George Public Library* (BPG). Assess current NCIP pilot project progress and expand to additional libraries interested in SIP2/NCP or LDAP/SSO authentication. Create and communicate additional documentation and training for other Illume libraries also interested in automated patron authentication or NCIP.
- Continue to communicate with vendors OCLC & Auto-Graphics about updates on ISO 18626 and API interoperability between SHAREit and Relais/Tipasa. Clarify licensing restrictions, for all Illume consortia members, related to OCLC product integration with SHAREit software. And provide updates and SHAREit support & training to Illume libraries impacted by migrations to Tipasa or WMS (WorldShare) software.

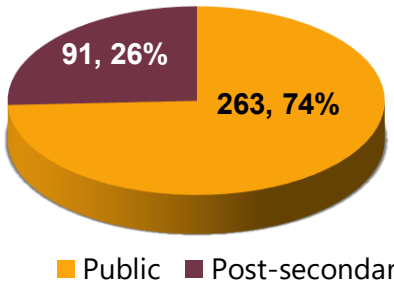
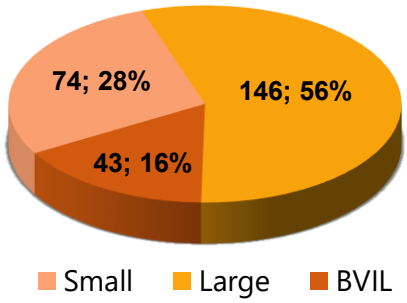
Support Case Analysis

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 179 hours of library-specific support time.*

Category	Public vs. Post-Secondary		Public Library by Size		
	Post-Secondary	Public	Small (< 40,000)	Large (> 40,000)	BVIL
BVIL Brokering	-	43	-	-	43
ERTI Smart-build	3	1	1	-	-
Holidays or Closures	1	14	8	6	-
ILL Request Support	2	11	4	7	-
ISO Issues	22	1	-	1	-
Lender Policies	1	1	-	1	-
Live Shelf Status/Checks	2	24	10	14	-
Login & Access	7	1	1	-	-
NCIP	-	49	-	49	-
Network or Server Issues	11	15	4	11	-
Other	6	6	3	3	-
Other Bugs or Errors	1	3	1	2	-
Out-of-Province Requests	-	1	-	1	-
Patron-Initiated ILLs	-	10	7	3	-
Search Resources/Targets	-	2	1	1	-
Settings Configuration	5	14	6	8	-
SHAREit Enhancements/Features	1	1	1	-	-
SHAREit Software Issues & Bugs	13	25	11	14	-
Statistics Support	-	4	-	4	-
Training Support	7	12	7	5	-
Union Database	4	8	-	8	-
UX Customisation	5	2	2	-	-
Z-Target Set-Up & Issues	-	15	7	8	-
Total Support Cases	**91**	**263**	**74**	**146**	**43**

By Institution Type



By Public Library Size