

The following report includes Illume Administrative Support Centre progress & activities from January 1 to June 30, 2022, main activities for the second half of 2022, and a support case analysis.

### COVID-19 Pandemic Response

- Continued to support libraries through the **COVID-19** pandemic:
  - Provided **online live training** to multiple libraries as they trained new & returning staff, optimizing workflows to include shifting procedures, and optimizing Illume features in order to assist reduced Staff with the increased workflow.

### Support for Existing SHAREit Software Functionality

- Responded to and managed **278** support cases from public & post-secondary libraries, including brokerage support for multiple public Reading Centres. Questions were predominantly related to Training Support, ILL Request Support, ISO Support, Live Shelf Status Checking, Statistics and Union Databases records.
- Opened **16 Auto-Graphics (A-G) Helpdesk tickets** via email or telephone, on a variety of issues related to the V6 SHAREit software issues/bugs, new libraries, live shelf status checks, patron email notices and server updates.
- **Union Databases (UDBs):**
  - Tested record loads from the new upcoming Illume participant *University Canada West* (BUCW).
  - Continued investigating next steps following the **2020 Union Database Clean-up Project**, to identify and resolve remaining issues with the refresh of BC Union Catalogue records/holdings.
  - Attended Auto-Graphics User Group SHAREit cataloguing brainstorm & training session to explore options for local improvement of our shared cataloguing records & holdings.
  - Started a project to investigate vendor options for eJournal records for academic libraries to improve Non-returnable (copy) load leveling within post-secondary resource sharing.
- **Live Shelf Status (LSS):**
  - Worked closely with multiple sites, including *Nicola Valley Institute of Technology* (BMN), *Justice Institute of BC* (BVAJI), and the *University of Victoria* (BVIV), to explore the addition of the Live Shelf Check feature to their site configuration.
  - Launched Live Shelf Status availability checking for *Trinity Western University* (BLTW) and *Camosun College* (BVIC).
  - Supported, maintained and updated LSS for multiple sites, including the *Vancouver Public Library* (BVA).
- **ISO Support:**
  - Worked closely with currently participating library, the *University of the Fraser Valley* (BCLF), not using Illume (SHAREit) as their primary ILL management software to start configuration of their

Relais software as an ISO-software target site to communicate directly with Illume.

- **Z3950 Support:**
  - Configured, re-mapped and managed **Z39.50 Search Targets** for multiple sites including new targets *University Canada West (BUCW)* and *Nicola Valley Institute of Technology (BMN)*.
  - Tested and transitioned the *University of Victoria's* Z39.50 target configuration, during their local migration to the ILS Alma, to provide uninterrupted access to requesting UVic materials for public & post-secondary SHAREit libraries.
  - A total of **40** public & post-secondary participating & partner libraries have Z-targets activated.

### Communications, Training & Marketing

- Enhanced the **Illume Admin Centre support website** with new and updated communications. Created and updated 19 guides, 6 FAQs, semi-annual reports and multiple News notices of software/server updates and downtime and more: <https://illumebc.ca/>
- Created multiple new guides including on SHAREit features such as the new Shipping Label Configuration option, Permanent versus Guest Patron Requesting, and System-wide Lender Lists.
- Communicated ongoing 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>
- Communicated the addition of new full participating member *Trinity Western University (BLTW)* to public and post-secondary libraries in January 2022.
- **Training (Individual & Group):**
  - Provided multiple one-on-one and group training sessions via webinar or telephone on a wide-variety of topics including Request Workflow, ISO site set-up, Z39.50 configuration, Live Shelf Status, Best Practices, Statistics, Search & requesting, and more.
  - Provided multiple comprehensive online group training sessions to various *University Canada West (BUCW)* staff and administrators assigned new interlibrary loan duties prior to joining Illume.
  - Due to ILL Staff & Administrators increased comfort in accessing online live training, the support centre has continued to maintain an **almost 500% increase in Training sessions/requests** compared with pre-pandemic years.
- **Supported the work of Eliminating ILL fees for Non-returnables between Partner Academic libraries:**
  - Created a survey to obtain Non-returnable (copy) statistics for the 2021 assessment year from all Relais ISO-target libraries.
  - Performed an initial comparison and assessment of 2021 Non-returnable (copy) statistics from all non-COPPUL SHAREit and ISO-target (Relais & VDX) post-secondary libraries to identify issues and recommendations for system and workflow improvements.
  - Reached out to SHAREit libraries not yet consistently following the Best Practices to offer reminders and additional training on load-leveilling within the Illume system.
- **Bringing BC ELN Associate Members into the Illume interlibrary Loan system:**
  - Worked closely with associate member *University Canada West (BUCW)*, to provide training and communication regarding the BC ELN Associate Member Illume Participation Plan including Illume workflow, recommendations, best practices, benefits & responsibilities, and steps for Illume participation.

- Issued the July - December 2021 Illume Administrative Centre Progress Report: <https://illumebc.ca/about-us/reports/progress>
- 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 the SHAREit software.

### ***Optimisations and New SHAREit Features***

- Worked with A-G and SFU IT to coordinate necessary updates, upgrades and troubleshooting of the V6 SHAREit software and servers including firewall updates.
- Worked with Auto-Graphics and SFU IT, along with multiple libraries including *Pender Island Public Library* (BPI) and *Vancouver Public Library* (BVA), to identify a new issue with patron email notices and delivery to Gmail accounts; implemented a work-around for severely impacted libraries and currently exploring a long-term solution with Auto-Graphics.
- Assessed current system-wide lender lists in comparison to updated 2021/22 census and fte information to create updated load-leveling lender lists for public-to-academic requesting.
- Provided feedback and suggestions to the vendor Auto-Graphics on new and in-progress Enhancements such as the Automatic Retry feature, Non-returnable (Copy) requesting and the upcoming highly requested “Lender Lists Refresh” feature.

### ***Main Activities for 2022***

- Negotiate another multi-year deal for the Auto-Graphics SHAREit license and hosting support.
- Launch the addition of new Illume participating members including BC ELN associate members *University Canada West* (BUCW) and *Alexander College* (BBAC).
- Complete set-up and activation of remaining Relais libraries including *the University of the Fraser Valley* (BCLF) as ISO-target sites.
- Update the load-leveling lender list for public-to-academic requesting as well as explore, in consultation with Public Libraries Branch, updating public-to-public and academic-to-public load-leveling according to recent census information.
- Assess the 2021 statistics for all Public libraries with guest patron-initiated requesting activated; offer participation in a Pilot project for Permanent Patron Requesting to public libraries with at least 50% of requests created directly by patrons.

## 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 Illume Service Partner Benefits & Responsibilities for BC ELN libraries resulted in a large increase in ISO-Relais set-up questions.

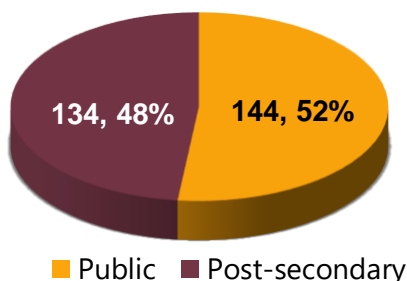
Public vs. Post-Secondary

Category	Post-Secondary	Public
BVIL Brokering		44
ERTI Smart-build	2	1
Holidays or Closures	1	3
ILL Request Support	3	18
ISO Issues*	20	
Lender Policies	3	7
Live Shelf Status/Checks	16	3
Login & Access	2	
Network or Server Issues		3
Other	9	1
Patron-Initiated ILLs	3	9
Settings Configuration	7	8
SHAREit Enhancements/Features		2
SHAREit Software Issues & Bugs	1	10
Statistics Support	11	6
Training Support	28	24
Union Database	14	3
UX Customisation	4	1
Z-Target Set-Up & Issues	10	1
<b>Total Support Cases</b>	<b>134</b>	<b>144</b>

Public Library by Size

Small (< 40,000)	Large (> 40,000)	VPL	BVIL
			44
		1	
1	2		
7	9	2	
4	3		
		3	
3			
	1		
1	7	1	
4	4		
	1		
6	2	1	
1	5	2	
9	9		
1	2	6	
1			
	1		
<b>38</b>	<b>46</b>	<b>16</b>	<b>44</b>

By Institution Type



By Public Library Size

