

The following report includes Illume Administrative Support Centre progress & activities from July 1 to December 31, 2022, main activities for the first half of 2023, and a support case analysis.

COVID-19 Pandemic Response

- Continued to support libraries through the **COVID-19** pandemic:
 - Provided support to multiple libraries as they trained new & current staff, optimized workflows, and optimized Illume features in order to assist Staff with increased workflow.
 - The support centre assessed current pandemic practices for SHAREit, such as the consortial Days to Delete setting, with the aim of returning to normal procedures in 2023 as libraries start to retire their pandemic workflows.

Support for Existing SHAREit Software Functionality

- Responded to and managed **256** support cases from public & post-secondary libraries, including brokerage support for multiple public Reading Centres. Questions were predominantly related to Network/Server issues, ISO Support, Patron-initiated ILLs, Training Support, Live Shelf Status Checking, SHAREit software issues/bugs and Lender/ILL Policies.
- Opened **15 Auto-Graphics (A-G) Helpdesk tickets** via email or telephone, on a variety of issues related to the V6 SHAREit software issues/bugs, network issues including repeated Distributed Denial of Service (DDOS) attacks, live shelf status checks, permanent patron accounts, and server updates.
- Worked with Auto-Graphics and SFU IT, to identify multiple issues with the SFU firewall or DDOS attacks resulting in intermittent temporary connection issues with SHAREit.
- **Union Databases (UDBs):**
 - Assisted multiple libraries with trouble-shooting their record submissions with Auto-Graphics including *Penticton Public Library (BP)* and *Okanagan College (BKOC)*.
 - Sent out reminders to both Public and Post-secondary libraries of their yearly UDB submission requirements for the shared BC Union Catalogue including tips & guides.
 - Acquired MARC records for a variety of BC ELN licensed databases and created test extracts in MARCEdit before submitting to Auto-Graphics for assessment; part of the project to investigate vendor options for eJournal records for academic libraries to improve Non-returnable (copy) load leveling.
- **Live Shelf Status (LSS):**
 - Worked with *Nicola Valley Institute of Technology (BMN)* to set-up, trouble-shoot and launch their Live Shelf Status availability checking feature.
 - Assisted multiple libraries, including *Cranbrook Public Library (BCR)*, the *University of British Columbia (BVAU)*, *University of Victoria (BVIV)*, and the *Vancouver Island Regional Library (BNVI)* with increased Mis-Match live shelf status errors.
 - Coordinated with Auto-Graphics to identify the return of a previous “Mis-match” issue/bug in order to assist the vendor with updating the software to improve live shelf status matching.

- Assisted multiple libraries, including the *Greater Victoria Public Library* (BVI) and *Vancouver Public Library* (BVA), with troubleshooting live shelf status errors.
- Identified the return of the “Presuming available” live shelf status software defect impacting availability checks for Hybrid (UDB & Z39.50) SHAREit customers and provided detailed information to the vendor Auto-Graphics so the issue can be resolved.
- **ISO Support:**
 - Supported the *University of Victoria* (BVIV) with their transition from a local Relais configuration to OCLC hosted site including SHAREit configuration, SFU firewall updates, troubleshooting & testing, transition workflow tips & training and announcements to member libraries.
 - Worked closely with currently participating library, the *University of the Fraser Valley* (BCLF), to complete configuration of their Relais software as an ISO-software target site to communicate directly with Illume. Provided staff training and completed transition by end of July 2022.
 - Assisted multiple libraries, including *Camosun College* (BVIC), *Greater Victoria Public Library* (BVI), *Surrey Libraries* (BSUR) and more, with trouble-shooting and managing request issues related to intermittent SFU network problems resulting in lost ISO messages.
- **Z3950 Support:**
 - Configured, mapped and managed Z39.50 Search Target for *Nicola Valley Institute of Technology* (BMN).
 - A total of **41** 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 10 guides, 14 FAQs, semi-annual reports and multiple News notices of software/server updates & downtime and more: <https://illumebc.ca/>
- Created multiple new guides and FAQs including on new SHAREit features such as the new Rebuild (Refresh) Lender List feature and the new Automatic Retry feature. As well as updated guides on existing features, such as the Live Shelf Status, ERTI Smart-build and Lender List guides.
- 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>
- Launched the addition of new full participating member *University Canada West* (BUCW) to public and post-secondary libraries in July 2022.
- Coordinated and communicated with Public Libraries Branch to assess Public library load. Created a new proposed System-wide (secondary) lender list for Public libraries based on recent census data and coordinated to implement a plan to assess recent data & statistics for Public libraries.
- Supported remaining BC ELN and InterLINK members with follow-up for libraries that have not yet published an ILL policy page.
- **Training (Individual & Group):**
 - Provided multiple training sessions via webinar, email or telephone on a wide-variety of topics including Troubleshooting Network Issues, Request Workflow, ISO site set-up, Z39.50 configuration, Live Shelf Status, Statistics, and more.
- **Supported the work of Eliminating ILL fees for Non-returnables between Partner Academic libraries:**
 - Updated the post-secondary lender load-leveling for public library requesting based on recent FTE numbers for BC ELN post-secondary institutions in order to improve load-leveling for post-secondary libraries.

- Reported on the completion of the Elimination of ILL Fees for Non-returnables project at the annual BC ELN All Partner Meeting.
- **Bringing BC ELN Associate Members into the Illume interlibrary Loan system:**
 - Worked closely with associate member *University Canada West (BUCW)*, to launch their participation in Illume on July 5th. Also provided follow-up of additional training, optimizations and ILL Request trouble-shooting.
- Issued the January - June 2022 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 network connection issues and firewall updates.
- Submitted multiple enhancement & optimization requests, suggested by our member libraries or Illume Support, for the SHAREit software. Two new features requested by Illume Support were highly voted for 2023 by other SHAREit customers, including the #1 voted new feature of Invoice Workflow statuses and #3 voted feature of private borrower library-only request notes.
- Provided feedback and suggestions to the vendor Auto-Graphics on new, existing and in-progress Enhancements including the Automatic Retry feature, OpenILL, Permanent Patron Accounts and Desktop Delivery.
- Identified a significant new issue with how the ERTI Smart-build uses some Search Targets to create Lender Lists and worked with the vendor Auto-Graphics to determine impacted libraries and update their active Search Targets to resolve the issues.
- Launched the Permanent Patron account feature, and assisted multiple libraries with information and support exploring or activating the Patron-initiated ILL feature, including *New Westminster Public Library (BNW)* and *Salt Spring Island Public Library (BGS)*.

Main Activities for 2023

- Negotiate a multi-year Auto-Graphics SHAREit license and hosting support agreement.
- Launch the addition of new Illume participating member, BC ELN associate member *Alexander College (BBAC)*.
- Complete set-up and activation of remaining Relais library *Vancouver Island University (BNM)* as an ISO-target site.
- In consultation and coordination with Public Libraries Branch, assess updating load-leveling for public library lending to both other public libraries and post-secondary libraries. Potential changes to be informed by recent census information, interlibrary loan data analysis, and workload and staffing considerations.
- In coordination with Public Libraries Branch, support remaining Public Libraries with the development and publishing of ILL Policy pages. Guide and template available here: <https://illumebc.ca/guides/public-ill-policy-template>

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 Vancouver Public Library (VPL) and Reading Centre (BVIL) brokering & troubleshooting have also been pulled out to provide more accurate numbers for the rest of the province. *A variety of SFU network firewall issues, including equipment failures and repeated Distributed Denial of Service (DDOS) attacks, resulted in a large increase in network/server issues this reporting period.

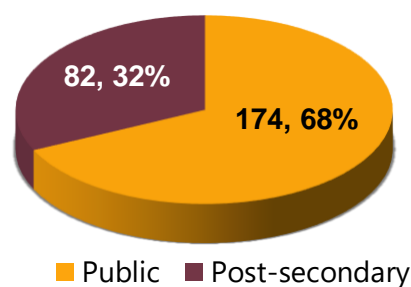
Public vs. Post-Secondary

Category	Post-Secondary	Public
BVIL Brokering	-	69
ERTI Smart-build	1	1
Holidays or Closures	2	2
ILL Request Support	3	5
ISO Issues	14	2
Lender Policies	4	7
Live Shelf Status/Checks	8	4
Login & Access	-	2
Network or Server Issues*	18	21
Other	6	4
Other Bugs or Errors	2	6
Out-of-Province Requests	-	1
Patron-Initiated ILLs	-	14
Search Resources/Targets	1	5
Settings Configuration	3	2
SHAREit Enhancements/Features	1	7
SHAREit Software Issues & Bugs	5	7
Statistics Support	1	1
Training Support	9	5
Union Database	3	7
UX Customisation	-	2
Z-Target Set-Up & Issues	1	-
Total Support Cases	82	174

Public Library by Size

Small (< 40,000)	Large (> 40,000)	VPL	BVIL
-	-	-	69
-	1	-	-
-	2	-	-
2	3	-	-
-	2	-	-
1	6	-	-
3	1	-	-
1	1	-	-
9	12	-	-
-	4	-	-
6	-	-	-
-	1	-	-
8	6	-	-
2	3	-	-
1	1	-	-
-	5	2	-
1	3	3	-
1	-	-	-
2	1	2	-
4	1	2	-
1	1	-	-
-	-	-	-
42	54	9	69

By Institution Type



By Public Library Size

