

In November 2017 the OutLook OnLine (OLOL) Support Centre conducted an online survey to gather feedback, comments and suggestions regarding current use of the British Columbia's provincial Union Databases (UDBs) of public and post-secondary library catalogue (MARC) records. The feedback received will inform decision making and guidelines for the current three (3) Union Databases: OutLook Online, ELN Serials Cat & ELN Media Cat.

A link to the online survey was shared multiple times with ILL listservs in both sectors. A single organisational response was requested and a PDF version of the survey was made available to facilitate discussion prior to completing the questionnaire online. The survey included questions about Search & Requesting, Record Uploading/Downloading, Cataloguing, and suggestions on future directions.

The results of the survey are summarized below. There were approximately 15 survey questions, depending on participant answers, as well as open feedback sections. All data has been anonymized except for key comments. All comments are published with permission of the participant.

Number of Responses

41 BC public and post-secondary libraries responded, out of a possible 93, a 44% response rate with each institution submitting only one survey per site.

- 41 complete surveys submitted
- 28 unique Public libraries responded
- 13 unique Post-secondary libraries responded

Background

OutLook OnLine includes three separate union databases (UDBs) combining MARC records, submitted by participating Public & Post-secondary libraries within British Columbia and the Yukon, into separately searchable union catalogues.

The largest UDB, named "OutLook Online", contains a wide variety of records and holdings extracted by sites primarily to support interlibrary loan requesting within the province, as well as use as a back-up catalogue.

The "ELN Serials Cat" UDB was originally just for Vancouver Public Library (VPL) and post-secondary periodical holdings while the "ELN Media Cat" UDB contains post-secondary media records used to support media resource sharing. All holdings included in the smaller "ELN Serials Cat" and "ELN Media Cat" UDBs are also included in the comprehensive OutLook Online UDB records and holdings.

The OutLook OnLine Support Centre was created in February 2015 with funding from the BC Ministry of Education's Public Libraries Branch and the BC Electronic Library Network (BC ELN). The Support Centre is hosted at BC ELN, and the OLOL Helpdesk is currently staffed 3 days a week. The Support Centre provides helpdesk and training support for the SHAREit ILL management platform & the UDBs.

This survey *only* pertained to Union Databases and was not related to OLOL software features or other ILL workflow processes. Future surveys will gather feedback related to the OLOL SHAREit software etc.

Key Findings

The goal of a proposed Union Database clean-up project is for Auto-Graphics to implement software updates that will support frequent full strip & reload record uploads by our members without recreating current issues. To maintain healthy union databases for ILL borrowing and copy cataloguing, member libraries may also need to make changes to their record extracts to sustain any improvements.

Union Database Usage:

All sites indicated they used the largest “OutLook Online” union database most frequently with only post-secondaries indicating they searched the “ELN Serials Cat” and “ELN Media Cat” union databases. Sites that checked-off every union databases stated they wanted to see all results quickly, which indicates that a one union database solution may be a useful option.

Almost all libraries chose a request record based on the number of Holdings, desired Lenders or defaulted to the OutLook Online union database record. Survey participants may have also over-estimated how frequently they request from ELN Media Cat records (5%) and ELN Serials Cat records (7%) as external statistics from Auto-Graphics have indicated these records are rarely used (0.1%) to create a request.

The majority of respondents (85%) indicated that at least one low-use database (12%) could be retired or it made no difference (71%) to them if they were. Only 15% of respondents indicated a desire to keep all union databases, with some providing the reason that they wanted to be sure they saw all results or search easily by a specific format type.

As the survey and statistics indicate most staff prefer to see all records & holdings results in one convenient search – a one union database option with additional customizable filters available may address all current concerns. The upcoming SHAREit version 6 software should also include additional filter/format search options for those requesting increased granularity. *Retiring UDBs would also provide a cost-savings. Corresponding Questions: Q1, Q2, Q13*



Proposed Action:

- Consult with post-secondaries and the Media group about retiring the low-usage ELN Media & Serials Cat union databases.

Formats & Filters:

Nearly 90% of libraries were happy with the current format qualifiers and did not wish additional format types, such as paperback, to be separated out. It’s worth noting that the next version of the software should have additional customisable filtering options for all formats/fields that may assist libraries desiring increased granularity. *Corresponding Questions: Q3*



Proposed Action:

- Recommend ILL Staff pay close attention to Borrower’s Notes for specific format requests.
- The OLOL Admin Support Centre will review formats/filters available in the next software version to see if further action is necessary.

Open Source Records:

Only a couple sites (BCIT & Langara College) indicated they uploaded Open Source records. The majority of sites (95%) indicated they did not include Open Access records (51%) or were not sure (44%). Some sites indicated the outdated ELNN open source records should be updated or removed.

Corresponding Questions: Q7



Proposed Action:

- Recommend that the uploading of Open Source records be assigned to one interested library.
- Open Source records should be updated monthly.
- Consult with additional sites/groups about removing outdated ELNN open source records originally for use with GODOT/CUFTS.

Record Uploads/Extracts:

Of the non-Sitka sites, the upload frequency indicated varied from monthly to yearly with 75% of records refreshed at least twice a year. Most sites also performed the recommended full strip & reload each time rather than partial updates. Many Sitka (BC Coop) sites indicated they were unsure about what was included (eg. foreign language) or the frequency of extracts/uploads.

Approximately 41% of sites indicated they uploaded all records including foreign language titles with over half of respondents (68%) indicating they did not restrict media specifically to print-disabled or they included media records (61%) so they could be requested directly from Outlook OnLine.

According to comments, sites were fairly evenly split with half of the comments indicating they uploaded all their records while the other half indicated they mostly just included items available for ILL. Some sites indicated they excluded a variety of digital resources, such as eBooks, or other non-lendable materials such as equipment. Over the past few years we've found that an increasing number of sites are uploading most of their records as a backup catalogue and using Live Shelf Checks instead to indicate ILL availability. *Corresponding Questions: Q4, Q4a, Q6, Q7, Q8, Q9, Q10, Q14*



Proposed Action:

- Recommend consulting with BC Coop regarding SITKA record uploads to improve clarity of what their extracts include.
- Survey sites for desired frequency of uploads and provide reminders from the OLOL Admin Support Centre.
- Recommend supporting sites interested in uploading their entire catalogue to use Live Shelf Checks instead to exclude based on Location/Availability.

SHAREit Record Merges:

Since almost all libraries choose a request record based on the number of Holdings, desired Lenders or defaulted to the Outlook Online union database record, they also desire better merging of multiple records/titles to allow for fewer records to choose from. Sites also indicated that patrons are unlikely to use the staff desired record and would benefit from better merged records/holdings.

Sites would also prefer improved RDA Master records and better Media records for Master records. The vast majority of sites catalogued their records in both RDA & LCSH (AACR2) format. And over half of respondents indicated they download records or copy catalogue from Outlook OnLine via the web interface or Z39.50, especially local RDA records. *Corresponding Questions: Q2, Q5*



Proposed Action:

- Consult with libraries on strengthening the merge rejection filter for increased minimum bibliographic standards such as, reject records with problems that cause known issues like the multiple 245 field bug.
- After version 6 is launched consult on additional merging improvements that might require algorithm changes.

A. Demographics Section

Q. Organisation Summary

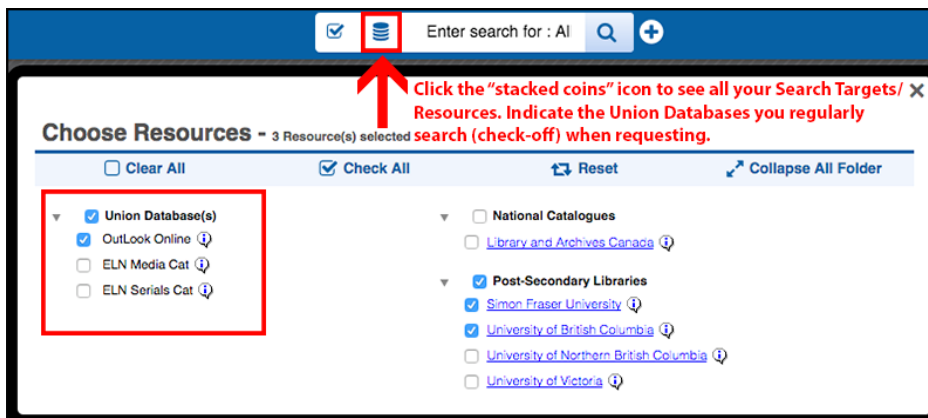
- 28 completed responses from Public libraries
- 13 completed responses from Post-secondary libraries
- 31 Librarians or Library Administrators/Management/Directors responded
- 10 ILL Staff (Library Technicians, Assistants, Clerks, Volunteers or Other/Unknown) responded

A complete list of responding libraries is available in Appendix A.

B. Union Database Usage Section

Q1. Indicate which union databases ILL Staff predominantly select or check-off when searching for results. If you select the Media or Serials UDBs please also tell us why you like to search them separately.

For example in the screenshot below, if you only normally check-off to search and view results from the "OutLook Online" union database target please select only that option in the survey.



Note: The Z-targets, such as Simon Fraser University, are live targets and not included in this union database survey.

Responses:

- 41 – usually search OutLook Online
- 7 – usually search ELN Media Cat
- 7 – usually search ELN Serials Cat

Common Themes:

- Searching the OutLook Online Union Database was the first and main choice of 100% of participants while the other two union databases were searched less than 20% of the time.
- Only Post-Secondary libraries indicated they use the ELN Media Cat and ELN Serials union databases.
- Some Post-secondary sites also commented that they just check-off every available option as they want to ensure they are seeing all results quickly.

Key Comments:

- **usually search Outlook Online:** “First choice for a general search” [Justice Institute of BC]
- **usually search Outlook Online:** “I usually “check all” the databases when I search” [Northwest Community College]
- **usually search Outlook Online:** “Other public libraries supply our needs” [Rossland Public Library]
- **usually search ELN Media Cat:** “once in awhile we have requests for media. We leave this checked as a default” [College of the Rockies]
- **usually search ELN Media Cat:** “specifically looking for media material” [British Columbia Institute of Technology]
- **usually search ELN Media Cat:** “I check ELN Media only if I am looking for a media resource. Otherwise, I default to check all.” [Camosun College]
- **usually search ELN Serials Cat:** “Looking primarily for articles.” [Langara College]
- **usually search ELN Serials Cat:** “When something can't be found via SFU/Relais, usually check all off” [Nicola Valley Institute of Technology]
- **usually search ELN Serials Cat:** “we want to see everything” [Northern Lights College]

Q2. When requesting, how do you choose which record to use?

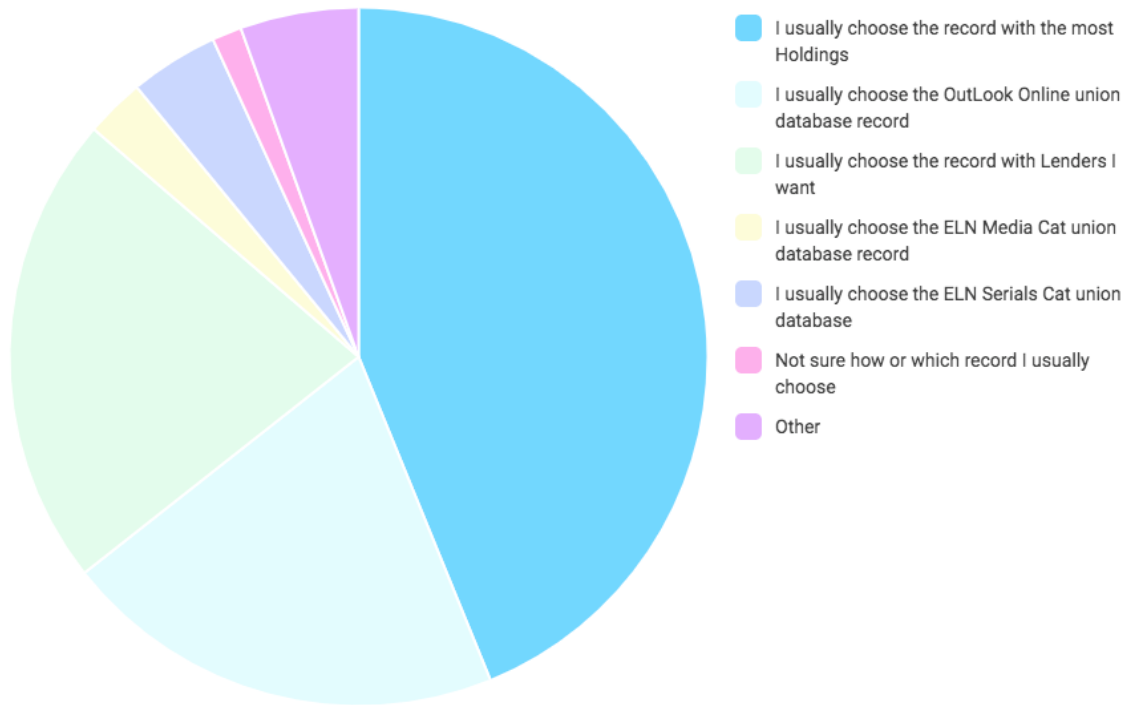
Not sure? Check-out our FAQ here <<https://ill.bceln.ca/faq-udb-z3950>> for more information on how to tell which record you're using.

Note: For context, from January to August 2017 over 60,000 requests originated from the records within our 3 union databases.

- **Outlook Online union database records used: 99.9 % of the time**
- **ELN Media Cat union database records used: 7 times**
- **ELN Serials Cat union database records used: 54 times**

Responses:

- 32 – I usually choose the record with the most Holdings
- 15 – I usually choose the Outlook Online union database record
- 16 – I usually choose the record with Lenders I want
- 2 – I usually choose the ELN Media Cat union database record
- 3 – I usually choose the the ELN Serials Cat union database
- 1 – Not sure how or which record I usually choose
- 4 – Other



Key Themes:

- Most participants indicated they choose the record with the most Holdings (78%).
- Some also indicated they choose the record based on desired Lenders (39%) or defaulted to the OutLook Online union database record (37%).
- Participants indicated they chose ELN Media Cat records (5%) and ELN Serials Cat records (7%) much less frequently than OutLook Online union database records but more often than the external statistics from Auto-Graphics have indicated these records are used (0.1%) to create a request.
- Very few participants indicated they weren't sure how they chose a record (2%) and comments in the Other section expressed the same trends.

Key Comments:

- "I choose the records with the most holdings, however, staff (despite training) and patrons often choose records with few holdings, or records with only secondary libraries attached." [Squamish Public Library]
- "Librarians choose OLOL database record. If request comes back unfilled, ILL clerk researches and adds more library codes if there are more." [Burnaby Public Library]

Q3. Currently some of our format types (eg. Hardcover + Paperback) are merged during requesting while others are separated (eg. Large Print).

If possible, would you like to see any new Format Qualifiers pulled out into separate format or filter categories (please describe in comments)?

Note: Suggested separated formats (eg. Hardcover + Paperback) would not be consolidated by the system during an ERTI smart-build lender list creation which would result in fewer lenders pulled into each request.

Responses:

- 5 - Yes
- 36 – No

Key Themes:

- The majority of respondents (88%) did not wish to see new format qualifiers pulled out into separate format or filter categories and frequently stated that their patrons usually didn't care if their item was hardcover or paperback.
- Libraries that did wish to see separate format qualifiers indicated it was due to their patrons desiring a particular format only and comments on both sides stressed more attention should be paid to Borrower's Notes where required formats may be indicated.

Key Comments:

- **Yes:** "I have patrons that only want hardcover or paperback so I usually have to dig around a bit between listings to find what I need. I also sometimes find that I need to use the borrower notes box to let the lenders know specifically what I'm looking for, because hardcover and paperbacks are merged most of the time. So I would like to see hardcover and paperbacks separate." [Alert Bay Public Library & Museum]
- **Yes:** "We would like to see separate records for hardcovers and paperbacks. Some patrons prefer larger print, but not specifically large print format materials because the items are too big. Newer paperbacks often include novellas only available as ebooks, and not contained in the original publication, or original printing of paperbacks. It would be great if the record information displayed this." [Vancouver Public Library]
- **Yes:** "hardcover books and paperback books should be separated, because some people read only paperbacks because they are lighter and easy to hold for people with disabilities." [Hudson's Hope Public Library]
- **No:** "Most of our patrons don't care what format such as paperback vs hardcover, unless they specifically ask for large print, etc..." [Sparwood Public Library]
- **No:** "Majority of our patrons do not worry about if the item is hardcover or paperback." [Cranbrook Public Library]
- **No:** "Format doesn't usually matter to our patrons. Unless it's an audiobook, large print etc. and those records are usually separated anyway." [Gibsons & District Public Library]
- **No:** "Does not matter because the information is in the description," [Langara College Library]

Additional Feedback/Suggestions from this Section:

- "Our patrons appreciate the service!" [Rossland Public Library]
- "It would be much appreciated if the limiters/filters on the left would work in conjunction with one another rather than only one at a time (like how Bibliocommons works). For example, if your search yields Book, Online Resource, and Large Print as formats, it would be great if you could select both Book and Large Print. As it is now you can only have one option at a time for each category." [Surrey Public Libraries]
- "No. I'm happy with it the way it is." [Northwest Community College]

C. Upload/Download with Union Databases Section

Q4. Approximately how frequently do you upload/submit a Full Strip & Reload or Partial Deletion/Addition of your records to the Union Databases?

Frequency examples: Monthly, Every 2 Months, Quarterly, Twice a Year or Yearly.

Responses:

- 17 – Full Strip & Reload (non-Sitka varies)
- 22 – Full Strip & Reloads (Sitka twice monthly)
- 2 – Partial Deletions/Additions (non-Sitka additions monthly)
- 15 – We can't remember the last time we uploaded records to Outlook OnLine

Key Themes:

- Of the non-Sitka sites the upload frequency indicated varied from monthly (5), every 2 months (1), every 3-4 months (2), twice a year (4), and yearly (4).
- In some cases frequency of upload probably indicated desired rather than actual upload goals, as over a third (35%) of non-Sitka sites significantly overestimated their frequency of uploads when compared with the Auto-Graphics submission logs.
- Approximately half of respondents (22) were SITKA public or post-secondary sites included within the twice monthly automated SITKA upload of records by BC Coop. Most Sitka sites (59%) indicated they were unsure how frequently the automated BC Coop record upload occurred with only a couple (9%) indicating correctly the twice monthly frequency.

Key Comments:

- "Loading done by Sitka at BC Libraries Cooperative" [Bowen Island Public Library]
- "I am not sure as our uploads are now done by Sitka Evergreen, BC Libraries Coop" [Beaver Valley Public Library]
- "twice monthly as a Sitka library" [Gibsons & District Public Library]

Q4a. If you selected Partial Deletions/Additions above:

Please tell us why you like to submit Partial Deletions/Addition uploads rather than a full extraction each time?

Key Themes:

- Most sites (95%) did not indicate this option as they preferred the recommended full strip & reload or were unsure.
- At least one site, Vancouver Public Library, that indicated they were unsure also performs partial record deletions/additions according to Auto-Graphics logs.

Key Comments:

- "Doing a partial monthly is faster and requires less resources than a full strip/reload." [New Westminster Public Library]
- "easier, less time-consuming" [Vancouver Island University]

Q5. Are your records primarily catalogued using RDA or LCSH rules? If necessary, please add any comments to clarify.

For example, if you're performing a retro-active clean-up or are currently transitioning from LCSH to RDA provide the expected end date. Please choose **only one** of the following.

Note: Responses to this question will assist Auto-Graphics in prioritising matching algorithm improvements.

Responses:

- 6 - RDA
- 5 - LCSH
- 30 – Both RDA and LCSH

Key Themes:

- Most sites (73%) indicated their records were a combination of RDA and LCSH (AACR2) with new records usually catalogued in RDA.
- Few sites indicated they were planning a retro-active cleanup and only one site indicated they were training on RDA to swap from LCSH (AACR2) in the future.

Key Comments:

- “We are currently retro-active cleaning up our records. No expected end date at this time.” [British Columbia Institute of Technology]
- “We are not performing a retro-active clean-up at the present time. We have been cataloguing all new records with RDA since the beginning of 2017.” [Surrey Public Libraries]
- “We use RDA records where easily accessible but we do use other records also, and we do not currently have a plan for clean up. However we are part of the Sitka consortium, so they may have further plans for this since it's a joint catalogue. I would ask our cataloguer if she has further details on this but she is away on vacation.” [Squamish Public Library]
- “While we prefer RDA, we will accept and use AACR2 or hybrid records for copy cataloguing.” [New Westminster Public Library]
- “All new records are catalogued in RDA. Older records are updated to RDA only when we are adding new holdings/items.” [Northern Lights College]

Q6. Do you include your foreign language records when uploading to Outlook OnLine? Please clarify in comments.

For example, indicate what languages you include or why you exclude your foreign language records.

Responses:

- 17 - Yes
- 10 - No
- 14 – Not sure

Key Themes:

- Approximately 41% of sites indicated they uploaded all records including foreign language titles while almost half of Sitka sites (45%) indicated they were not sure if any foreign language titles were being uploaded.
- Approximately 20% of sites indicated they had *few* foreign language titles to upload or only French language.

Key Comments:

- “We haven't been including our Chinese records b/c OLOL would not display the Chinese characters. However, recently we decided to begin uploading them.” [Burnaby Public Library]
- “We include all records including foreign language materials in whichever language it is catalogued in. Including is easier than excluding. Languages include: Arabic, Tagalog, French, Spanish, Korean, Chinese, Punjabi.” [New Westminster Public Library]
- “Our uploads are handled by Sitka and we don't have any foreign language items outside of a couple of dictionaries.” [Alert Bay Public Library & Museum]
- “We have very few foreign language titles” [Sparwood Public Library]
- “Our foreign language resources would be in our general collection which is part of the upload. However, we don't have many foreign language resources.” [College of the Rockies]

Q7. Do you include free Open Access records (eg. [Directory of Open Access Journals](#)) in your union database uploads?

Responses:

- 21 -No
- 2 - Yes
- 18 – Not sure

Key Themes:

- Only a couple sites (BCIT & Langara College) indicated they uploaded Open Source records.
- The majority of sites (95%) indicated they did not include (51%) Open Access records or were not sure (44%).

Q8. Do you include or exclude Media items for print-disabled patrons within Outlook OnLine? Please tell us why.

Responses:

- 25 – Yes, we include our media records so they can be requested for print-disabled patrons within Outlook OnLine
- 16 – No, we keep records for print-disabled patrons separate from Outlook OnLine

Key Themes:

- Over half of respondents (68%) indicated they did not restrict media specifically to print-disabled or included media records (61%) so they could be requested directly from Outlook OnLine for print-disabled patrons.
- Some sites (32%) that indicated separate print-disabled records mentioned alternate processes such as the InterLINK Audiobook Catalogue or CAPER BC.

Key Comments:

- No - "Media for print disabled patrons can only be requested for ILL through the Interlink audiobooks catalogue." [Burnaby Public Library]
- Yes – "We do not have any materials specifically designated for print-disabled patrons." [Camosun College]

Q9. Please describe what other types of records you include in your uploads to the union databases?

Key Themes:

- According to comments, sites were fairly evenly split with half of the comments indicating they uploaded all their records while the other half indicated they mostly just included items available for ILL.

Key Comments:

- "We include all records for upload. Allow status or type of item to exclude e-resources and other material unavailable for ILL." [New Westminster Public Library]
- "include ILL available items only" [University of the Fraser Valley]
- "I believe everything is made available except for our reference collection which we do not lend out of the library." [Alert Bay Public Library & Museum]
- "As well as the above exception [*print-disabled audiobooks*], we exclude ebooks and other digital resources available only to residents of Surrey (we are starting to catalogue our databases). We would love it if eBooks be excluded by other libraries as well since there is no way to share them due to licensing issues." [Surrey Public Libraries]

Q10. Please describe what other types of records you exclude in your uploads to the union databases? For example: Exclude ebook records or exclude computer equipment.

Key Themes:

- Many sites indicated they excluded a variety of digital only resources such as eBooks and streaming media.
- Additional excluded non-lendable resources mentioned include: Book Club sets, textbooks, print-disabled media, magazines, reference materials, maps, on-order items, microfiche, oversize items, equipment (eg. computer & AV) as well as suppressed, short or administrative records.

Key Comments:

- "We exclude on-order and incomplete bibliographic records." [Surrey Public Libraries]
- "Exclude: e-records (online ebooks, audiobooks, Safari books online) ; serials; taped books for print disabled), equipment (ereaders, cameras, energy meters), Microlog government microfiche." [Burnaby Public Library]
- "eBooks, streaming videos, online journals, equipment (headphones, laptops, etc)." [North Island College]
- "We do not exclude anything." [Northern Lights College]
- "I believe we exclude e-book records and other digital resources." [Bowen Public Library]

Additional Feedback/Suggestions from this Section:

- Most sites did not indicate any additional suggestions or wished them anonymous.

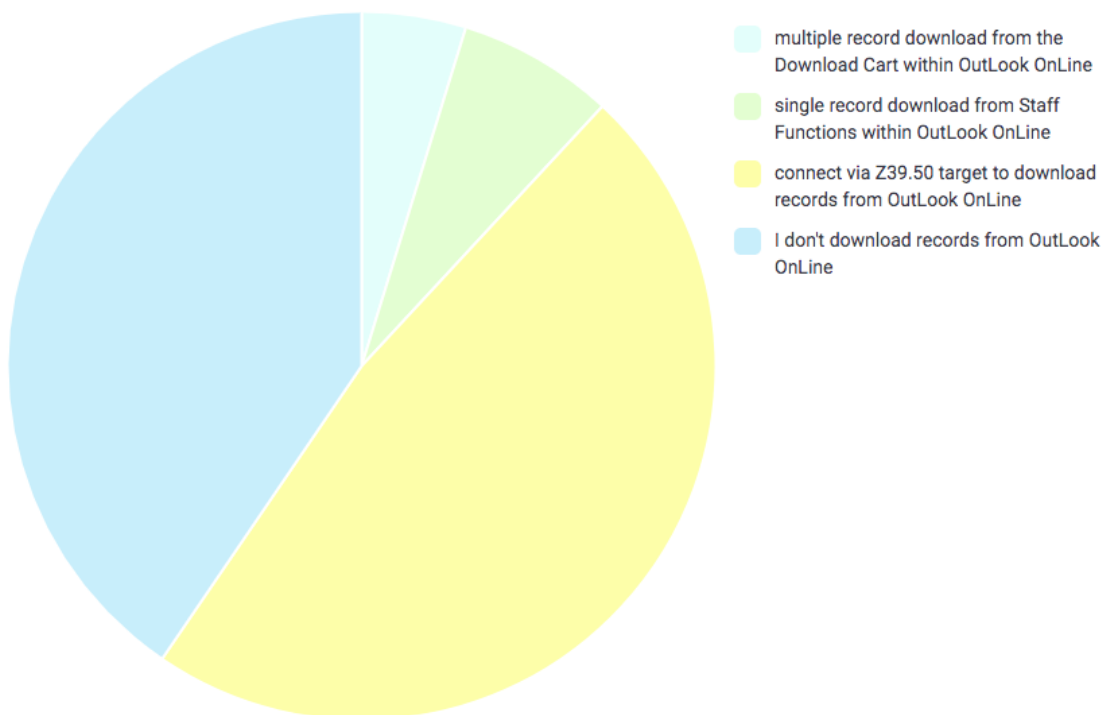
C. Additional Information Section

Q11. Do you download or copy catalogue records from the Union Databases either directly or via Z39.50 search?

Check-out our *Download records guide for more information if you're unsure:*
<https://ill.bceln.ca/download-records>

Responses:

- 2 – multiple record download from the Download Cart within OutLook OnLine
- 3 – single record download from Staff Functions within OutLook OnLine
- 20 – connect via Z39.50 target to download records from OutLook OnLine
- 17 – I don't download records from OutLook OnLine



Key Themes:

- Over half of respondents (54%) indicated they download records or copy catalogue from OutLook OnLine via either the web interface or Z39.50.

Q12. What kinds of records do you tend to copy catalogue or download from OutLook OnLine? Please describe below.

For example: specifically Canadian or Local area titles.

Key Themes:

- Sites indicated they downloaded records for both monographs and media and had a preference for more complete RDA records if available.
- Records for local Canadian and BC items were also singled out.
- Many Sitka sites indicated they checked their own Evergreen catalogue first then Z39.50 including Outlook Online.

Key Comments:

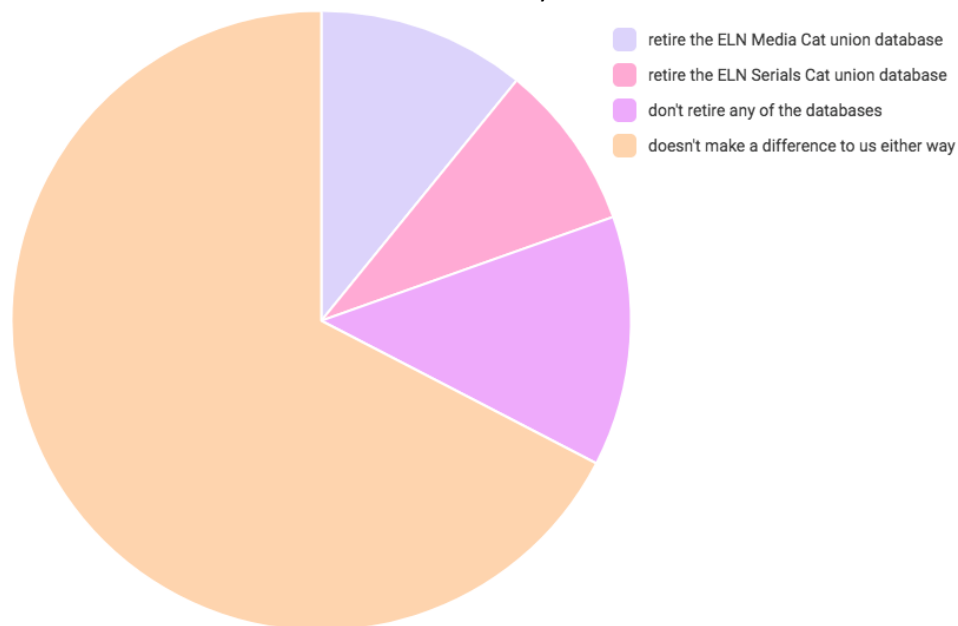
- “Any record matching our criteria, but especially those not found in the sources we typically search.” [New Westminster Public Library]
- “We don't download records from Outlook Online right now but may in the future. We would be interested in Canadian and BC-area titles.” [College of New Caledonia]
- “Typically records for media (DVD) or monographs.” [Langara College Library]
- “Anything we can't find in Evergreen.” [Houston Public Library]
- “First we check if Sitka already has a record for the item. If not, Z39.50 is our second place to go to.” [Squamish Public Library]

Q13. Do you support retiring low-use union databases? If desired comment on your selections.

Note: We are charged a cost per Union Database.

Responses:

- 5 – retire the ELN Media Cat union database
- 4 – retire the ELN Serials Cat union database
- 6 – don't retire any of the databases
- 31 – doesn't make a difference to us either way



Key Themes:

- The majority of respondents (85%) indicated that at least one low-use database (12%) could be retired *or* it made no difference (71%) to them if they were.
- Only 15% of respondents indicated a desire to keep all union databases with some providing the reason that they wanted to be sure they saw all results or search easily by a specific format type.

Key Comments:

- “Would be more efficient to upload just an Outlook (all records) file for every submission” [College of New Caledonia]
- “Don’t retire – “we want to see all possible results” [Northern Lights College]

Q14. Do you have any specific suggestions for Union Database (UDB) clean-up?

For example, we need to remove records with multiple 245 Title lines that create requests with "blank" titles. Check-out our FAQ for more information on this bug: <https://ill.bceln.ca/faq-request-title-bug>

Key Themes:

- Sites indicated that they’d like better merging of multiple records/titles and would prefer improved RDA Master records and better Media records.

Key Comments:

- “Possibilities include providing a list of clean up procedures to individual libraries to run before upload (then have libraries who have not done a recent full strip/reload to do one). Have automated tasks run regularly to do clean up. Force mapping of fields to the form to be distinct as necessary.” [New Westminster Public Library]
- “I’m sure this is already on your list, but consolidating multiple records would be fabulous. Where a record says:
17 copies
1 copies
And you just click on the title and then place the request, Outlook seems to always populate the lender field with the copies from the second option, which is often just one. It would be great if, (assuming they cannot be consolidated) Outlook could default to the longer list. I get around this problem by clicking the link for '17 copies' but staff (despite training) and patrons often do not.” [Squamish Public Library]
- “It would be nice to see one record with all three databases attached, so we could see all available libraries at once and be able to place just one request. Now, if we place a request to one database and the item turns out to be unavailable in one database and we can't obtain it for some reason, we have to go and place a new request for the same item with one or both of the other databases.” [Northern Lights College]

Appendix A: Responding Libraries

Public Libraries (SITKA)

Alert Bay Public Library & Museum
Beaver Valley Public Library
Bowen Island Public Library
Cariboo Regional District Library
Elkford Public Library
Fort St. James Public Library
Fort St. John Public Library
Fraser Lake Public Library
Gibsons & District Public Library
Granisle Public Library
Houston Public Library
Hudson's Hope Public Library
Rossland Public Library
Sparwood Public Library
Squamish Public Library
Taylor Public Library
Trail & District Public Library
Vanderhoof Public Library
Whistler Public Library

Post-secondary Libraries (SITKA)

College of the Rockies
Nicola Valley Institute of Technology
Northern Lights College

Public Libraries

Burnaby Public Library
Cranbrook Public Library
Dawson Creek Municipal Library
Greater Victoria Public Library
New Westminster Public Library
Port Moody Public Library
Surrey Libraries
Vancouver Public Library
West Vancouver Memorial Library

Post-secondary Libraries

British Columbia Institute of Technology
Camosun College
College of New Caledonia
Justice Institute of BC
Langara College Library
North Island College
Northwest Community College
Selkirk College Library
University of the Fraser Valley
Vancouver Island University