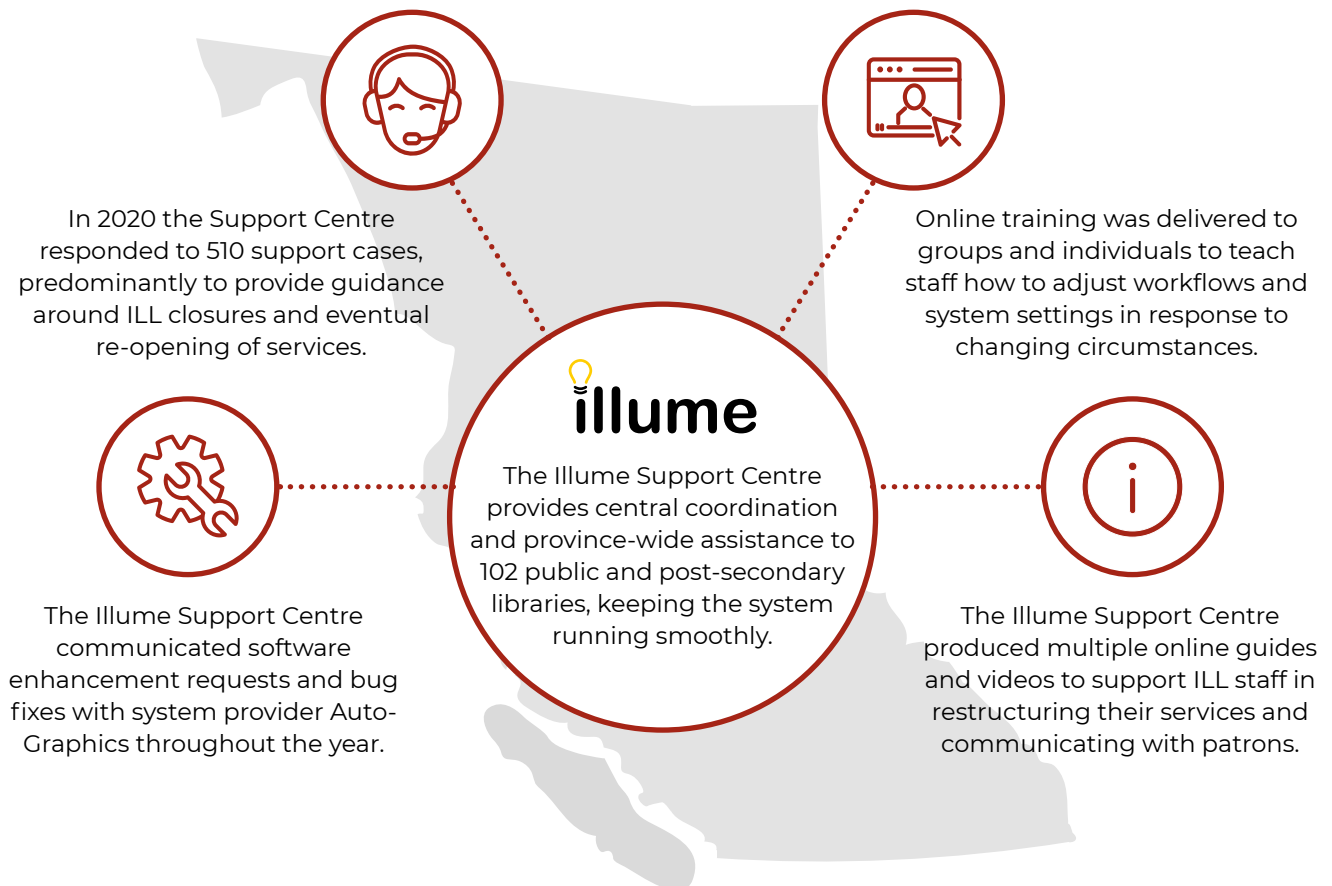# Illume Interlibrary Resource Sharing
Actions & Achievements

2020

Support Through An Unprecedented Year

The landscape of resource sharing in BC changed radically in March 2020 when COVID-19 forced libraries to shutter in-person services and interlibrary loans (ILL) of physical materials. Illume, the shared coordination and technical infrastructure that underpins ILL, shifted into support mode. Through ILL closures and eventual re-opening of ILL services, the Illume Support Centre provided critical guidance to members.

In 2020 the Support Centre responded to 510 support cases, predominantly to provide guidance around ILL closures and eventual re-opening of services.

Online training was delivered to groups and individuals to teach staff how to adjust workflows and system settings in response to changing circumstances.

illume

The Illume Support Centre provides central coordination and province-wide assistance to 102 public and post-secondary libraries, keeping the system running smoothly.

The Illume Support Centre communicated software enhancement requests and bug fixes with system provider Auto-Graphics throughout the year.

The Illume Support Centre produced multiple online guides and videos to support ILL staff in restructuring their services and communicating with patrons.

BPL Tommy Douglas Branch, Photo by Michael via Flickr CC BY 2.0

"
I have made frequent use of Vaughn's help at the Illume Support Centre. I used my time during lockdown to conduct some data analysis around ILLs and couldn't have done it without Vaughn's assistance. I've always been so grateful for her warmth, approachability and wealth of expertise. The Illume Support Centre really enables us to do our work better.

We provided paper bag pickup during the lockdown and the requests came in like a tidal wave! Many patrons asked specifically about ILLs and were overjoyed when we told them that the service was back in June.

*Gillian Bassett, Interlibrary Loans, Burnaby Public Library*

Highlights of 2020

102 Provincial Partners Benefited
Illume connects a network of 102 partner libraries across BC and Yukon. Throughout the pandemic, libraries were able to rely on the system to support their needs, and the Illume Support Centre for guidance around restrictions.

$1.5 Million Saved Across the Province
Illume's centralized coordination and shared infrastructure collectively saved public & post-secondary sectors $1.5 million.
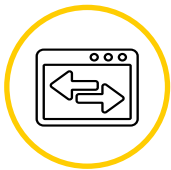
39,000 Items Shared Via InterLibrary Loan
Despite COVID-19 shuttering physical services for months, library patrons continued to receive thousands of electronic items via ILL. Once restrictions were lifted, patrons were once again able to order physical items.

12 Million Records and Holdings Updated
As part of the Union Database Clean-Up Project, the Illume Support Centre, Auto-Graphics, and participating libraries updated millions of records, fixing thousands along the way.

### 90+ Videos, Guides, and Training Sessions This Year
Throughout 2020 the Illume Support Centre provided approximately:
- ▸ 43 training sessions (individual and group)
- ▸ 40 new and updated guides and FAQs
- ▸ 12 new and updated training videos
- ▸ in addition to the 100s of additional videos, guides, faqs & training always available

> "The JIBC Library relied on Illume heavily during the COVID-19 pandemic, and it allowed us to provide our patrons with the e-resources they needed as they studied remotely.
>
> Illume provided our library with an efficient ILL service when we needed it most, and the Support Centre was quick to respond to any questions we had.
>
> *Michael Caparas, Library Technician*
> *Justice Institute of British Columbia*

Justice Institute of British Columbia Library
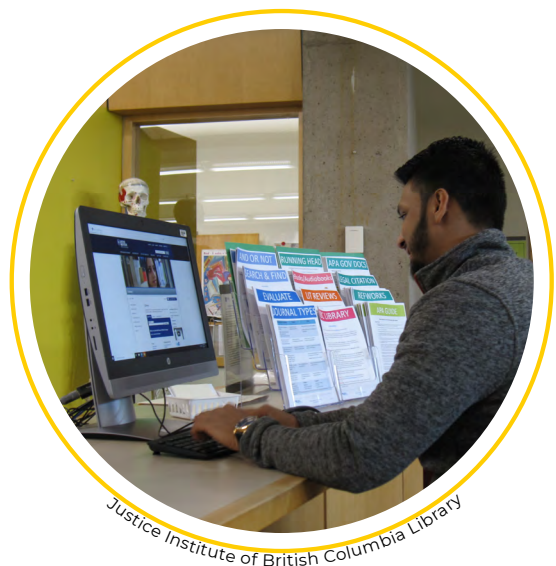
2020 Achievements

Supported Participating Libraries

▸ Provided numerous group and individual training sessions for library staff to learn how to optimize Illume to their changing needs throughout COVID-19

▸ Created multiple video tutorials, FAQs, and online guides to assist member libraries through service closures, adjustments, and eventual reopening of services

▸ Responded to and managed 510 support cases from public & post-secondary libraries

Advanced Software Improvements

▸ Worked with the vendor Auto-Graphics and other SHAREit customers to identify workflow issues so Illume libraries could implement tips/suggestions and the vendor could update the software

▸ Coordinated necessary server updates, upgrades and troubleshooting of the new V6 software with Auto-Graphics

▸ Organized monthly meetings with Auto-Graphics regarding progress, issues, and next steps for the 2020 Union Database Clean-up Project, an initiative to refresh all BC Union Catalogue (BCUC) records and holdings

▸ Contributed enhancement suggestions to Auto-Graphics and voted on BCUC priorities for the software

Contributed to a Community of Practice

▸ Communicated with Auto-Graphics and other SHAREit customers to share and learn optimal processes for supporting libraries through closures and re-opening

▸ Liaised with member libraries as lending situations evolved to communicate individual status changes to the broader system

▸ Attended Auto-Graphics User Group Quarterly meetings as Chair, and facilitated transfer of User Group Chair position

> *Your willingness to train staff, share information, and assist as we shut down (and re-opened) Illume services during a crazy year was invaluable. Thank you for helping us amidst the chaos!*
>
> *Shelley Wilson-Roberts, New Westminster Public Library*

> *I never hesitate to ask [Vaughn at the Support Centre] for assistance. You are not only kind, patient, approachable and knowledgeable but you take the time to empower me personally. Your responses give me the tools needed to be better informed and able to solve the issues of the day.*
>
> *Patti Meadows, Radium Hot Springs Public Library*

Eliminating ILL Fees

Illume started work on a project to eliminate ILL fees for non-returnables among BC ELN post-secondary libraries. As a first step, Benefits & Responsibilities were created to formalize expectations for institutions participating and partnering in Illume. Next up: developing best practices and load-levelling optimizations to ensure the system is working efficiently and fairly.

A Look Ahead to 2021

▸ Continuing to support participating Illume libraries through the exceptional challenges of the COVID-19 pandemic.

▸ Completing the final phase of the Union Database Cleanup Project: Identifying and repairing problematic records in the system so that patrons and staff experience improved searches and requests through Illume.

▸ Supporting the BC ELN decision to eliminate fees for non-book items between BC ELN partner libraries: testing and launching the current best practices and load levelling for post-secondary libraries to ensure a balanced, fair system for all participants.

KPU Richmond Library, Photo by Ddryden87 via Wikimedia, CC BY-SA 3.0

" *Kwantlen Polytechnic University InterLibrary Loans did shut down for a bit but then opened up for e-journal loans fairly quickly, and moved to sending out books later in the year. It was great to be able to keep one of our services operational during the pandemic. We are very appreciative of how smoothly Illume requests transition into our Relais system. And when there are issues between Relais and Illume, the support is prompt and helpful.*

Caroline Daniels, Systems, Web and Interlibrary Loan Librarian, Kwantlen Polytechnic University

Illume Essential Partners

▸ **The BC Electronic Library Network** hosts and staffs the Illume Support Centre, and negotiates contracts that support both post-secondary and public libraries.

▸ **Libraries Branch, Ministry of Education** funding ensures all BC public libraries have equitable access to Illume.

▸ **Simon Fraser University IT Services** provides local, state-of-the-art cloud hosting for Illume.

▸ **Public Library InterLINK** provides funding for Canadian hosting of Illume.

▸ **Auto-Graphics Inc.** is the provider of British Columbia's interlibrary loan management system and union database.

Did you know?

More than 10 million books, DVDs, music CDs, and other materials are available to patrons through interlibrary loan.