OutLook OnLine
Resource Sharing

Actions & Achievements 2015

OUTLOOKONLINE

SEARCH BC PUBLIC & ACADEMIC LIBRARIES

British Columbia Electronic Library Network
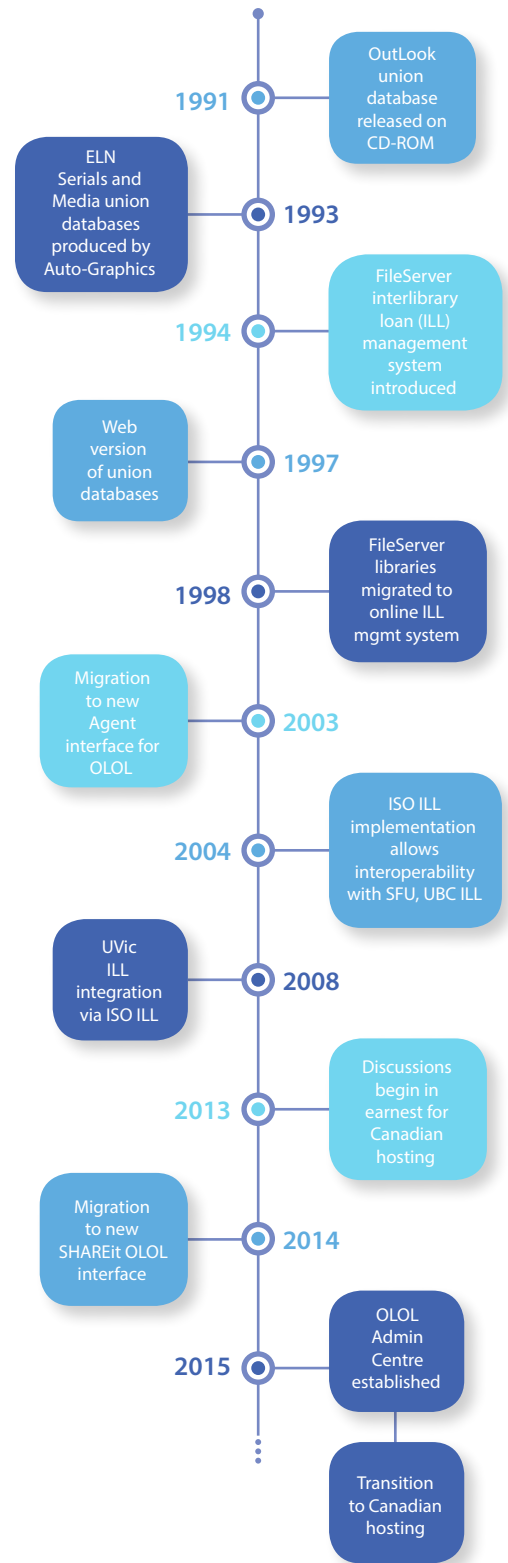
Released February 2016

From the Administrative Centre

In its inaugural year, the OutLook OnLine (OLOL) Administrative Centre is pleased to bring you the *2015 Actions & Achievements* report highlighting work accomplished and providing a glimpse of work lying ahead. The OLOL service provides critical resource sharing infrastructure to British Columbia's public and post-secondary libraries, made possible by its essential partners (page 4).

A new centralised approach to support resulted in the formation of the Administrative Centre in February 2015, hosted and staffed by the British Columbia Electronic Library Network (BC ELN). Rachel Sim was hired to staff the helpdesk, strengthen the union databases, and facilitate the May transition to Canadian hosting. Sadly, we had to say goodbye to Rachel in August but were fortunate to have Myfanwy Postgate join the team. Myfanwy worked throughout the fall to troubleshoot, implement optimisations, and support libraries that wish to move towards patron-initiated requesting. Sunni Nishimura worked on the service at the policy level, coordinating with Libraries Branch and liaising with the vendor, Auto-Graphics.

The benefits of a collaborative approach to the OLOL service are myriad. Libraries benefit from equitable access to the province's library resources, regardless of size or location. Centralised expertise, best practices, and vendor relationships result in a stronger, more efficient service. Collaborative licensing leverages the province's buying power, ensuring libraries have access to high-quality, efficient service at an affordable cost. Great service in turn helps libraries make BC a highly desirable place to live, work, and learn.

We welcome your feedback on the Administrative Centre's activities in 2015!

1991 — OutLook union database released on CD-ROM

1993 — ELN Serials and Media union databases produced by Auto-Graphics

1994 — FileServer interlibrary loan (ILL) management system introduced

1997 — Web version of union databases

1998 — FileServer libraries migrated to online ILL mgmt system

2003 — Migration to new Agent interface for OLOL

2004 — ISO ILL implementation allows interoperability with SFU, UBC ILL

2008 — UVic ILL integration via ISO ILL

2013 — Discussions begin in earnest for Canadian hosting

2014 — Migration to new SHAREit OLOL interface

2015 — OLOL Admin Centre established

Transition to Canadian hosting

Essential Partners

OutLook OnLine would not be possible without the contributions of its essential partners, whose complementary mandates support different aspects of the service.

Auto-Graphics Inc.

Since 1991, Auto-Graphics has had a long and successful history as the provider of BC's provincial interlibrary loan management system. This partnership has stood the test of time, from the earliest BC union catalogue produced on CD-ROM, through the transition to the online Agent platform, to the newest incarnation of the interlibrary loan management platform SHAREit.

BC Electronic Library Network

A partnership of BC's post-secondary libraries and the Ministry of Advanced Education, BC ELN develops, promotes, and maintains system-wide mechanisms that allow post-secondary libraries to meet the expanding information needs of the province's learners, educators, and researchers at the lowest possible cost. BC ELN hosts and staffs the OutLook OnLine Administrative Centre, supporting both post-secondary and public libraries. BC ELN negotiates and manages the license for the SHAREit platform.

BC Libraries Co-operative

The BC Libraries Co-operative makes it easy and affordable for libraries to access the technology, ideas, content, and expertise they need to deliver services to users. The Co-op brings its expertise in building and maintaining library technical infrastructure to managing the Canadian hosting for OutLook OnLine.

Libraries Branch, Ministry of Education

With a vision of seamless, high-quality library service across the province, the Ministry of Education's Libraries Branch provides direction on provincial priorities and supports a number of essential library programs, including OutLook OnLine. Libraries Branch funding ensures all BC public libraries have equitable, supported access to OutLook OnLine, regardless of size or location.

Public Library InterLINK

A co-operative federation of 18 autonomous public libraries, InterLINK coordinates collaborative activities to support and benefit its members. To facilitate effective resource sharing, InterLINK stepped forward with pilot funding for Canadian hosting of OutLook OnLine, benefiting all BC libraries.

OUTLOOKONLINE
SEARCH BC PUBLIC & ACADEMIC LIBRARIES

Focusing on Value

OutLook OnLine generates tremendous value for BC public and post-secondary libraries...

every BC library leverages the collections of
103
public and
post-secondary libraries

collaborative licensing of ILL software saves
94%

3,427,249
items
made accessible through consortially-produced union databases

What you'll find in OutLook OnLine Union Databases (OutLook OnLine, BC ELN Serials, BC ELN Media)

Books
Visual Materials
Serials
Music
Sound recordings
Music Scores
Maps

elimination of transactional fees wherever possible in consortial service

" Interlibrary loans provide access to unlimited resources for small libraries with small collections.
OutLook Participant Staff 2015
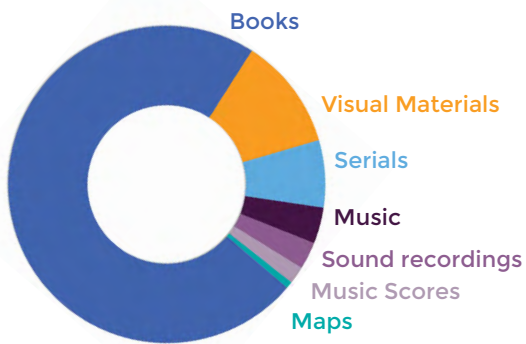
system saves
3,090 staff hours
through centralised helpdesk, equivalent to
$93,000

89,155 interlibrary loan requests
filled through OutLook OnLine, leveraging provincial resources

library staff benefit from centralised expertise and consistent support and training

103 BC libraries benefit from BC ELN's
25+ years
of negotiation experience

automatic load leveling ensures no one site is over-burdened

$42,000
average cost avoidance **per** participating institution

4.6 million
British Columbians benefit from 24/7 one-stop access to the province's library collections

centrally managed technical infrastructure saves staff time
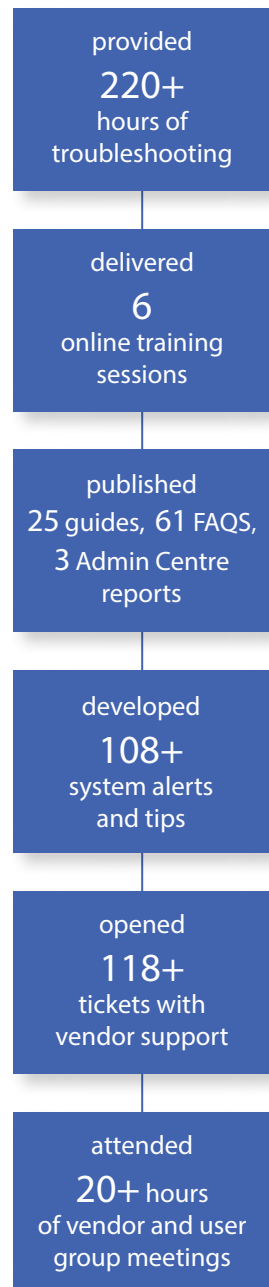
Achievements & Outcomes

From its February 2015 inception, the OutLook OnLine Administrative Centre has worked to revitalise and strengthen the OutLook OnLine service, building critical infrastructure, consolidating support materials, and providing library staff with essential front-line assistance and troubleshooting.

Key Achievements

- Established a province-wide OutLook OnLine Administrative Centre to provide support, troubleshooting, and training to post-secondary and public libraries

- Transitioned OutLook OnLine to Canadian hosting, in cooperation with Public Library InterLINK and BC Libraries Co-operative, to comply with privacy legislation and support patron-initiated interlibrary loan requests

- Brokered 553 interlibrary loan requests to ensure the transition to Canadian hosting was as seamless as possible for libraries

- Launched a new OutLook OnLine support website to provide documentation, FAQs, and updates to libraries

- Revitalised the OutLook OnLine union database by supporting a 44% increase over 2014 in the number of sites uploading records, nurturing the best practice of conducting frequent full strip and reloads

- Championed enhancement request for a customisable patron form through vendor's development and roll-out process

- Presented "Diamond in the Rough: Making OutLook OnLine Work for You" at the Beyond Hope Conference in Prince George, May 2015

Outcomes

- Post-secondary learners and the public have access to collections beyond their institutions to fulfil specific information needs or expand their horizons

- The entire library system is stronger due to shared infrastructure that streamlines workflows and saves staff time

- Library staff have barrier-free access to information on the OutLook OnLine support website

- Post-secondary and public libraries receive timely and expert resource sharing support from a centralised Administrative Centre

provided
220+
hours of
troubleshooting

delivered
6
online training
sessions

published
25 guides, **61** FAQS,
3 Admin Centre
reports

developed
108+
system alerts
and tips

opened
118+
tickets with
vendor support

attended
20+ hours
of vendor and user
group meetings

Moving Forward

The Administrative Centre looks forward to launching these and other exciting changes coming to OutLook OnLine over the coming year.

Streamlined, Privacy-Compliant Patron-Initiatied Requesting

An exciting component of patron-initiated requesting is Live Shelf Status, to be activated at additional libraries through 2016. Live Shelf Status allows patrons and library staff to immediately view the availability of an item. Requests are sent directly to libraries that have the item on the shelf, reducing the workload for interlibrary loans staff and wait time.

Another key component of patron-initiated requesting is a user-friendly patron request form. Early in 2016, the Administrative Centre will be unveiling a customisable patron request form, allowing each institution to tailor the form to the needs of their patrons and staff. With the recent transfer to Canadian hosting, institutions are now able to ensure their request forms are privacy-compliant.

Expanding to Include Out-of-Province Libraries

OutLook OnLine will be expanded to include out-of-province libraries, allowing staff and patrons to use OutLook for most, if not all, their interlibrary loan requesting.

Enhanced Desktop Delivery

Auto-Graphics is in the earliest stages of integrating enhanced desktop delivery into the SHAREit platform. Enhanced desktop delivery functionality in OutLook OnLine would allow lending libraries to upload electronic documents to the system and requesting ILL staff/patrons to download them with copyright disclosures and customisable access restrictions (e.g. number of downloads, time restrictions, etc.), simplifying the lending of electronic documents for both staff and patrons.

> **This new change will make it far easier to manage our ILLs. I appreciate the ease of switching over to brokering for our ILL management. Thank you again for all your help!!**
> OutLook Participant Staff 2015

> **It's so nice that you make things so easy!**
> OutLook Participant Staff 2015

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