OutLook OnLine

Actions & Achievements 2017

Southern Gulf Islands Community Libraries, Pender Island, BC

OutLook OnLine (OLOL) is the technical infrastructure that underpins interlibrary loans in BC and Yukon. Managed by BC ELN, it plays a critical role in resource sharing, and delivers exceptional value to post-secondary and public libraries, library staff, and patrons.

Financial Savings

1.5 million dollars is saved by post-secondary and public library sectors thanks to shared infrastructure and administration.

Staff Time Savings

996 staff hours saved in 2017 by having centralized coordination and helpdesk.

Access Across BC and Yukon

10 million+ scholarly books, DVDs, sound recordings, and more at the fingertips of patrons; 82k interlibrary loan requests filled in 2017 via OutLook OnLine.

> **Thanks to the team at BC ELN for their ongoing help and support!**
> Capilano University Library

> **Our patrons appreciate the service!**
> Rossland Public Library

> **Thanks so much for your thorough explanation and advocating for us all...**
> Surrey Public Libraries

> **If you were here I would hug you!**
> Fraser Valley Regional Library

> **Thanks for being such a great resource!**
> New Westminster Public Library

OUTLOOKONLINE
SEARCH BC PUBLIC & ACADEMIC LIBRARIES

ill.bceln.ca

2017 Achievements

Service Enhancement	Developed an Open URL *search* link template, and championed development of an OPEN URL *request* link template, allowing library staff and patrons to transition seamlessly from EBSCO to OutLook OnLine for any given item
	Implemented beta Desktop Delivery functionality in SHAREit to allow speedy delivery of electronic articles direct to student inboxes, a high-priority enhancement for BC post-secondary libraries
Training and Support	Responded to and managed 432 support cases from public and post-secondary libraries
	Created and published a variety of online training resources for OutLook OnLine library staff on topics such as uploading documents for delivery and setting holiday closures, available on the OutLook OnLine Support Centre site: ill.bceln.ca
Sustainability Management	Negotiated and renewed 2018 contract for OutLook OnLine Administrative Centre with Ministry of Education Libraries Branch
	Finalized a 3-year agreement for Auto-Graphics SHAREit software with modest 3% yearly increases
	Established hosting agreements with Auto-Graphics (with no increase for 5 years) and BC Libraries Cooperative

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.	Auto-Graphics is the provider of BC's interlibrary loan management system and union database.
BC Electronic Library Network	BC ELN hosts and staffs the OLOL Admin Centre, and negotiates contracts that support both post-secondary and public libraries.
BC Libraries Cooperative	The Coop brings its expertise in library technical infrastructure to manage OLOL's Canadian hosting.
Libraries Branch, Ministry of Education	Branch funding ensures all BC public libraries have equitable access to the OLOL platform and support.
Public Library InterLINK	InterLINK provides pilot funding for Canadian hosting of OLOL, benefiting all BC libraries.

Spotlight on Yukon College

by Aline Goncalves, InfoLit/Reference Librarian

What benefits does OutLook OnLine bring to Yukon College?

OutLook OnLine gives our students, staff, and faculty the opportunity to easily search and request books and articles that we are not able to provide directly from our local collection. Being a small institution, we don't have the same variety of sources normally found in larger universities and it would be very difficult for our patrons to access needed and valuable information without OutLook OnLine.

OutLook OnLine also makes it relatively simple to manage interlibrary loans and generate loan statistics. This helps us better understand the needs of our patrons and how our own collection is being used.

Finally, OutLook OnLine also provides us the opportunity to showcase our collection which, despite its size, is highly unique and primarily focused on Northern and Indigenous related topics, subjects that are increasingly becoming more important in the Canadian context.

What impacts do you think Patron Initiated ILL has?

Patron initiated interlibrary loans (PI-ILL) bring benefits for both patrons and staff. Patrons can easily search and request materials directly from one system, avoiding the need to fill external forms and making the process quicker. The same can be said from the staff perspective: with PI-ILL, staff does not need to search and enter requests for the patron. This makes the process of approving and managing ILLs faster and staff can use time more efficiently.

Grand opening of the brand new Yukon College Innovation Commons.

Why do you think OutLook OnLine is important for Yukon?

OutLook OnLine opens the gates to dozens of other information resources that, for the most part, are not available anywhere else in the territory. It is a bridge to a realm of information, including scholarly and highly specialized information, that Yukoners would probably not be able access easily without paying very high prices. OutLook OnLine is one of the very few options that local institutions have to provide some sort of access to certain types of information, at a reasonable time and minimal costs.

On the Horizon for 2018

Migrate OLOL from its current host to SFU state-of-the-art cloud hosting, to ensure sustainability and leverage existing relationships with BC ELN's administrative host.

Pilot unmediated requesting (automated patron status checking) to assess feasibility, costs, and implications.

Support libraries through a vendor-driven software upgrade planned for Fall 2018, which will significantly improve search capability, security, and configurability.