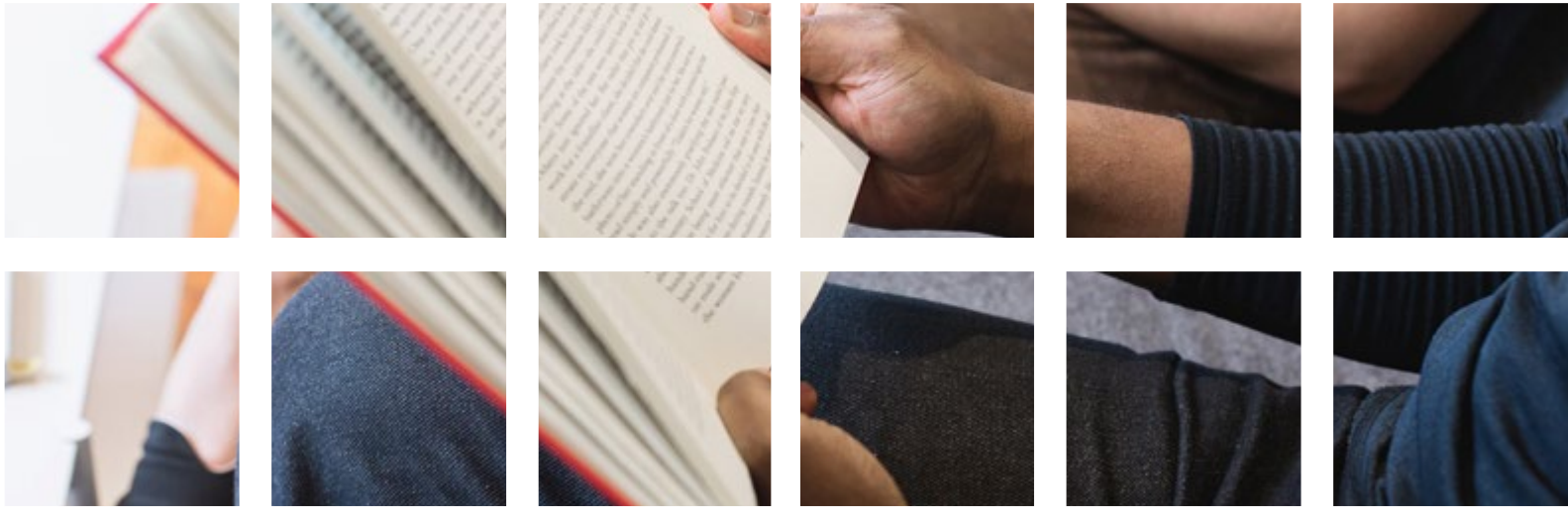


Illume
Actions & Achievements
2019



illume

Illume Interlibrary Loan Service is the technical and support infrastructure that underpins resource sharing throughout much of British Columbia. When a library patron in BC has an item in mind that isn't available at their home library, they rely on Illume to securely request it from another library.

Essential Partners

- The BC Electronic Library Network hosts and staffs the Illume Administrative 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 the Illume platform and support
- 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

Value for Participating Libraries



102

provincial partners
make their
collections
available via Illume



\$1.5m

saved by public
and post-secondary
sectors thanks to
shared infrastructure
and administration



1,000

staff hours saved
by using centralized
coordination and a
communal helpdesk



56%

saved by each
organization
on consortially
licensed Illume
software

2019 Achievements

Software Infrastructure

- Coordinated an upgrade to Version 6 of the SHAREit software in partnership with Auto-Graphics and Simon Fraser University IT; the work involved a significant change in server architecture, and will facilitate enhancement, security, and efficiency of the Illume service
- Participated in the Auto-Graphics 2019 User Group Conference, discussing and providing feedback on a variety of software issues including current & future enhancements, upcoming Version 6 software features, and managing union databases
- Facilitated a session at the Auto-Graphics 2019 User Group Conference, as the Chair of User Group, on “What have we learned? Where do we go from here?” for multiple consortial customers
- Submitted enhancement features requested by BC libraries to Auto-Graphics and participated along with other consortia in discussing and voting on future enhancements

Brand Enhancements

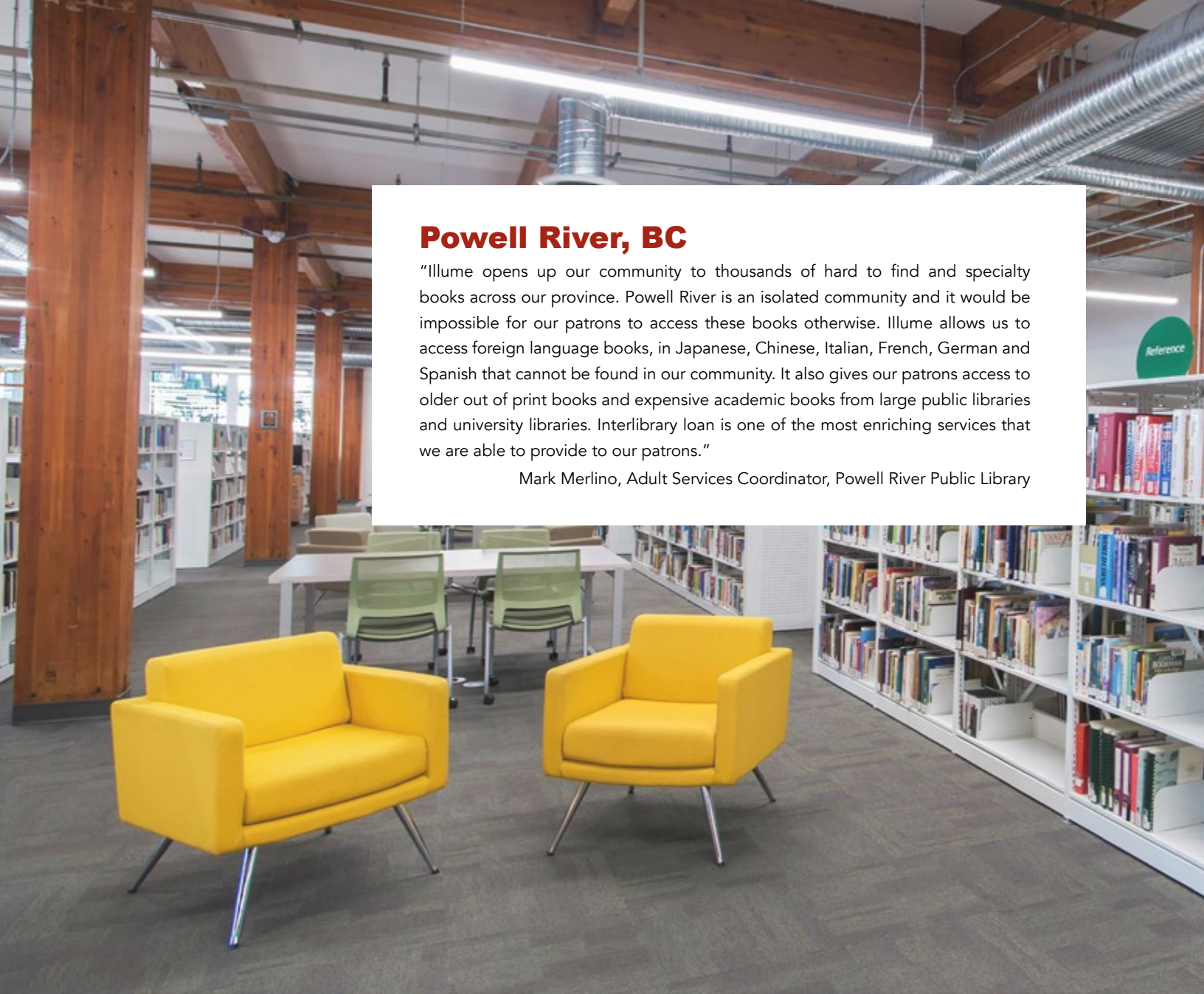
- Rebranded the OutLook OnLine service as Illume, in consultation with Libraries Branch, Ministry of Education which included developing a new logo, colours, banner and taglines, and an Illume Branding Toolkit (containing new branding options to facilitate customizable library communications about the rebrand to their patrons), and a new Illume Support website
- Created 45 custom Illume library banners and configured 12 Illume sites with local branding to assist in communicating to patrons

Communications and Support

- Responded to 750 support cases, and created a variety of support documentation
- Issued the January to June 2019 and July to December 2019 Administrative Centre Progress Reports: <https://illumebc.ca/about-us/reports/progress>
- Discussed with Libraries Branch, Ministry of Education Illume participation by anomalous library organizations such as Decoda, William Head Institution, and Union of BC Indian Chiefs

A Look Ahead to 2020

- Undertaking a Union Database Cleanup Project to identify records in the system that cause errors and refresh all the union databases with new records from partner libraries. This will improve search and requesting for patrons and staff who use Illume.
- Compiling a central list of resource sharing policies among participating member libraries so that ILL staff can easily confirm which libraries lend specific resources.
- Supporting the BC ELN decision to eliminate ILL fees for non-book items between BC ELN partner libraries by reviewing the current best practices and load leveling for academic libraries. This will help ensure the health and fairness of the BC library resource sharing system so that all libraries have the opportunity to participate without being overwhelmed.



Powell River, BC

"Illume opens up our community to thousands of hard to find and specialty books across our province. Powell River is an isolated community and it would be impossible for our patrons to access these books otherwise. Illume allows us to access foreign language books, in Japanese, Chinese, Italian, French, German and Spanish that cannot be found in our community. It also gives our patrons access to older out of print books and expensive academic books from large public libraries and university libraries. Interlibrary loan is one of the most enriching services that we are able to provide to our patrons."

Mark Merlino, Adult Services Coordinator, Powell River Public Library

Value for the Citizens of British Columbia



Access

Patron-initiated interlibrary loan (PI-ILL) lets users make requests online; 40,000 requests were made via PI-ILL in 2019



Convenience

Millions of Items – Books, DVDs, music, and more – are at the fingertips of library users throughout BC



Growth

Illume breaks down barriers and gets patrons what they need, whether the item is for personal growth or academic research



Efficiency

Most articles get to patrons in less than four days (many same day) and many other items, including books, within 2 weeks