Illume Interlibrary Resource Sharing: Actions & Achievements 2022

About Illume

[Illume](#) is the interlibrary loan service that connects [public and post-secondary libraries](#) in BC and the Yukon. When a patron has an item in mind that isn't available at their home library, they rely on Illume to securely request it from another library.

From the Illume Support Centre

In 2022 we saw almost 80,000 interlibrary loan (ILL) requests filled by Illume libraries, which is nearing our pre-pandemic levels of traffic. New members joined Illume this year, broadening the array of materials available to public and post-secondary library patrons across the province. And BC ELN libraries successfully eliminated ILL fees for non-returnable items, a positive conclusion to a multi-year effort.

These highlights are only possible thanks to Illume's cooperative approach and the active participation of members. I look forward to what our ongoing collaboration will yield in the coming years.

- Myfanwy (Vaughn) Postgate, Illume Support Centre Coordinator

Illume Advocates for Libraries

The Illume Support Centre plays an important advocacy role within the network. The Support Centre gathers software enhancement suggestions from libraries and submits these, along with broad system feedback, to the SHAREit software vendor Auto-Graphics. Over the past five years, nine of these feature recommendations have been accepted through a customer-wide voting process and have been — or will be — implemented by Auto-Graphics. This advocacy work results in a better, more efficient workflow experience for Illume libraries.

Participating in a collaborative service like Illume means individual voices are amplified. Participating libraries don't have to spend time relaying feedback to the vendor, and can trust that the Illume Support Centre is working on their collective behalf to make the system optimal.

Quote from Kirsten Andersen, Greater Victoria Public Library: "Thank you for advocating for us and for working with the SHAREit vendor to improve the software for our services."

Illume-Suggested Improvements Accepted by Auto-Graphics

2019	2020	2021	2022	2023
Patron "Borrowing Policy" to hide/show request button based on format (eg. DVD) Downloadable Z-target mappings; libraries can easily update live shelf status info	Enhanced "Lending Policy" to increase formats available for auto-deflection	Expanded admin "Undo Status" feature to revert more request status updates	Retry feature to automatically resend borrower requests (eg. after 3 weeks) Rebuild Lender List feature to quickly & easily refresh lenders on existing requests	Invoice Sent & Paid feature to track status updates for lost/damaged items Internal library notes field on requests for borrower staff comments Importable Z-target mappings; libraries can quickly add & update live shelf status info

2022 Achievements

Exploration of Permanent Patron-Initiated Requesting

Assessment of public library patron requesting activity in 2022 revealed that over 2/3 of public libraries have activated patron-initiated interlibrary loan requesting (PI-ILLs) within Illume. And of these libraries, over 60% of requests are created directly by patrons. To support this activity, the centre offered the Permanent Patron Account requesting feature to public libraries. Exploring this feature highlighted the desire for affordable automated patron authentication system enhancements such as SIP2/NCIP. This insight informs upcoming 2023 negotiations for the renewal of the SHAREit software license.

Support and System Enhancements

The Illume Support Centre acts as a provincial help desk for system participants. In addition to responding to hundreds of support cases through the year, the Support Centre regularly shares guides, tutorials, and FAQs to assist library staff. The Support Centre also advocates for software enhancements on behalf of participants.

Eliminated Fees

In 2022, BC ELN celebrated successfully eliminating ILL fees for non-returnable items between BC ELN partner libraries. This project spanned two years, and included several phases involving both the Illume Support Centre and participants. Work included developing benefits & responsibilities for all Illume participants, creating best practices, and training participants to effectively apply load-leveling strategies. The elimination of these fees will save time and costs for the network, create a more efficient system, and brings Illume in alignment with other consortia.

Membership Growth

Illume welcomed University Canada West (UCW) and Trinity Western University (TWU) to the network. UCW is the first BC ELN Associate Member to open its collection to interlibrary loan via Illume. BC ELN Full Member TWU officially launched January 24th, and is now also integrated with the Illume system. These new Illume members benefit from the financial and time savings of joining a supported system, while patrons across BC have access to a broader array of materials.

Quote from Nicoletta Romano, Interim Manager, Library and Learning Commons at University Canada West: "UCW is excited to join Illume's Interlibrary Loan network. Joining ILL means UCW can greatly extend our collection reach for our community and provide a greater variety of support tools for our students and faculty. The addition of ILL is a long sought-after goal and we look forward to the chance to continue to work with our partnering institutions."

Illume 2022 Facts & Figures

- 103 public and post-secondary libraries belong to the Illume network.

- $1.6 million was saved across the province in 2022 thanks to the Illume service.

- 79,000 interlibrary loan requests were filled in 2022 (on par with pre-pandemic numbers).

- 534 support cases were managed by the Illume Support Centre, which acts as a help desk to participating libraries.

- 29 guides were created and updated, along with multiple FAQs, reports, and webinars that were provided to support participants.

A Look Ahead to 2023…

Looking ahead to next year, the Illume Support Centre will:

- Negotiate a renewal of the SHAREit software with vendor Auto-Graphics. The Centre will seek the best possible pricing on behalf of members to ensure sustainability for the network.

- Support participating libraries with implementing increased software options. The Centre is anticipating new feature options will accompany the next license including patron permanent account & authentication options such as SIP2 and NCIP; the Centre will support the growth of participating libraries desiring to make the best use of the platform to save additional time and money.

- Support libraries that want to implement new non-returnable requesting features such as OpenILL and improved load-leveling for copies. These new SHAREit enhancements will enable more efficient and flexible requesting for patrons and staff.
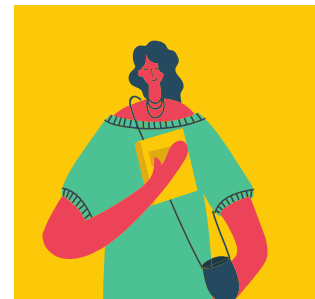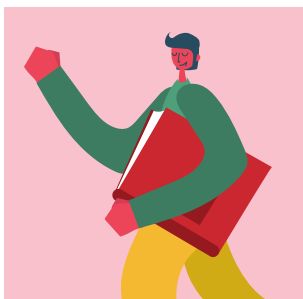
Essential Partners

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

- The Public Libraries Branch 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 hosts our shared union database.

Additional Illume Resources

- The Illume Support Centre has created numerous [guides](#), [FAQs](#) and [best practices](#).

- You can find information about how to collect ILL statistics for your institution at: [Illume Statistics](#).

- Catch up on the latest Illume news by [subscribing to our Spark newsletter.](#)

How does Illume Benefit Libraries and British Columbians?

Extends Offerings

With 103 participating libraries sharing their collections with one another, each library can extend what they offer patrons beyond their home collections.

Supports Library Staff

The Illume Support Centre provides libraries with troubleshooting and training support.

Advocates for Libraries

The Illume Support Centre champions enhancements requested by libraries with the software vendor Auto-Graphics. Since 2019 nine Illume-recommended software enhancements have been accepted, resulting in a better platform for all.

Saves Money and Time

Centralized coordination and collaboratively-licensed software saved the province $1.6 million in 2022. Participating libraries save staff time on negotiation and administrative tasks that are coordinated instead by the Illume Support Centre.

Offers Convenience

Patron-initiated interlibrary loan (PI-ILL) lets patrons request items online themselves. 42,000 patron-initiated requests were submitted in 2022.

Provides Access

Thanks to interlibrary loan, patrons have access to over 16 million items! And it's more than just books... Illume allows libraries to share media like DVDs, Blu-rays, Audiobook CDs and more, if desired, for physical loans. And there are also plenty of materials available for copy loans, including eBook chapters and both electronic & scanned journal articles.

Reduces Barriers

Whether it's a student trying to access an article for their research, or a book club seeking books for their next meeting, interlibrary loan connects patrons with what they need, even if their home library doesn't have it. This is a huge benefit for people living in remote areas.