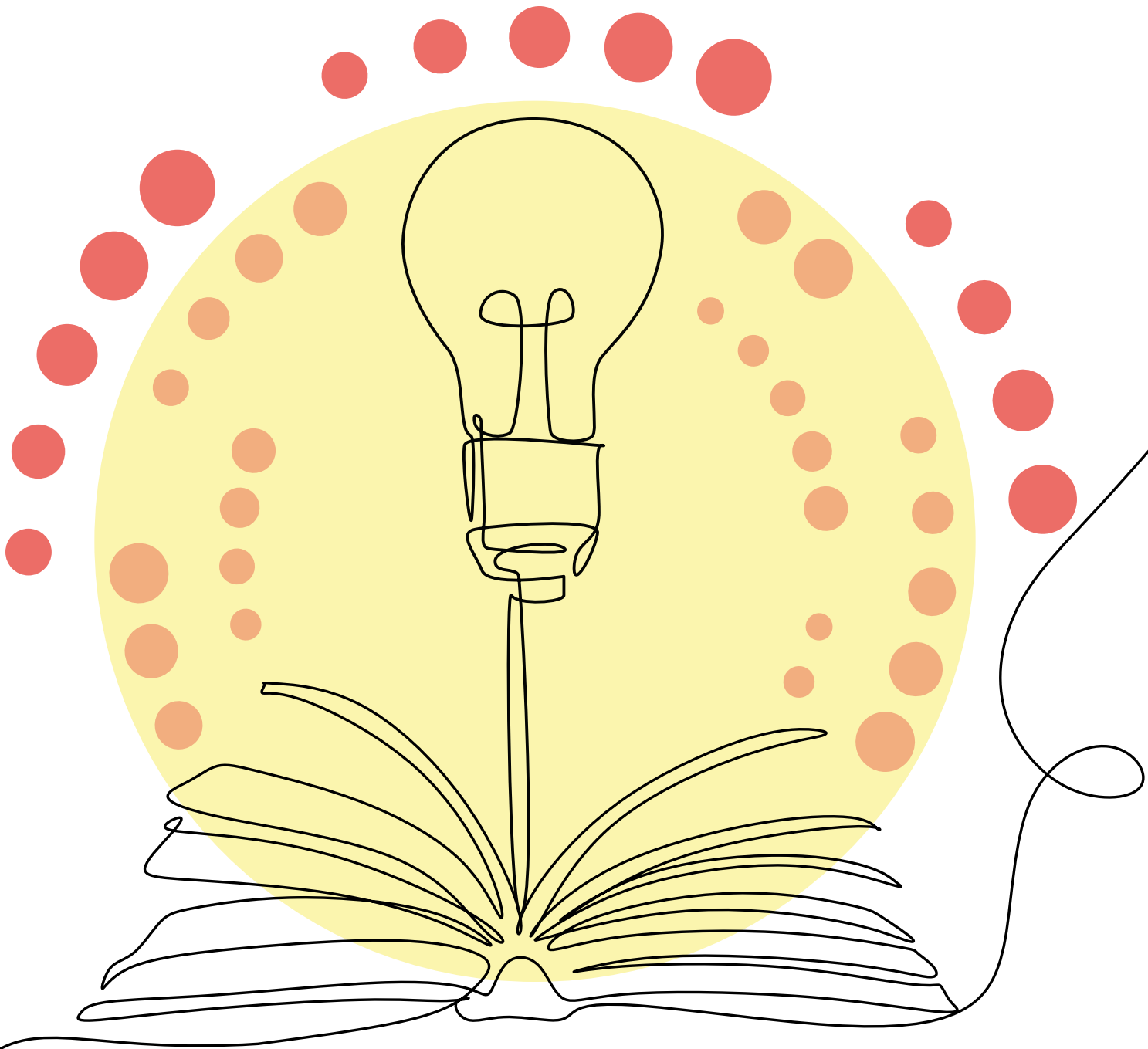
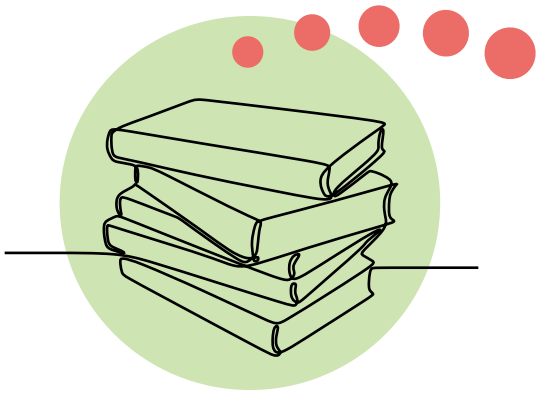


# Illume

Interlibrary Resource Sharing



Actions & Achievements 2023



# Illuminating the Borrowing Experience

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 can rely on Illume to securely request it from another library.

## 2023 Numbers at a Glance

104

libraries cooperate to make their collections available via the Illume union database.

1.6

million dollars were saved by public and post-secondary libraries thanks to shared infrastructure and administration.

1000

staff hours were saved through centralized coordination and by relying on Illume's communal help desk.

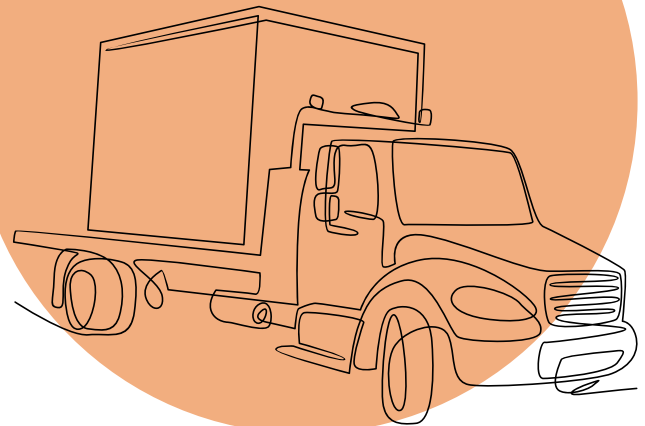
458

support cases were responded to by the Illume Support Centre.

80%

of Illume's suggested enhancements garnered the highest number of votes from other SHAREit customers, increasing the chances that Auto-Graphics (SHAREit vendor) will implement proposed changes.

82,000 ILL requests were fulfilled through Illume.



Illume provides immense value to library patrons by granting access to millions of resources, ranging from books and DVDs to music CDs and beyond. Through Illume, patrons can conveniently place their own ILL requests online, streamlining the process. In 2023 alone, **patrons initiated an impressive 45,000 ILL requests through Illume.**

# 2023 Achievements

## Software Negotiation and Enhancement

BC ELN successfully negotiated a new 5-year Auto-Graphics SHAREit license and hosting support agreement for 2023-2028. Annual increases were maintained at a low 2% and negotiation included long desired features at no cost.

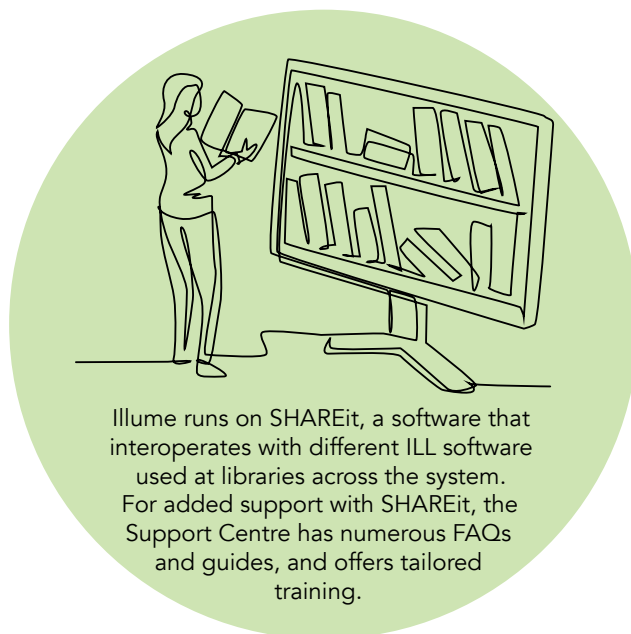
The Illume Support Centre regularly proposes enhancement requests for the SHAREit software, either suggested by member libraries or initiated by Illume Support. In 2023, approximately 80% of these submissions garnered the highest number of votes from other SHAREit customers. Notably, one of the top-voted improvements was the suggestion to enhance the Lending Policy by offering both Loan and Copy request type options for each Format, a change that was widely endorsed by the entire SHAREit customer base.

## Membership Growth

In 2023, Illume welcomed Alexander College as its latest addition, marking it as the second BC ELN Associate Member to integrate its collection into the interlibrary loan system. With Alexander College on board, both the institution and patrons across BC reap the advantages of streamlined processes, leading to financial and time savings. This expansion augments the breadth of materials accessible to users throughout the province.

## Training and Support

The Illume website underwent improvements, featuring fresh and updated communications such as guides, FAQs, semi-annual reports, and numerous notices regarding software/server updates and downtime. Additionally, various training sessions were conducted through webinars, email, and telephone, covering a diverse range of topics.



Illume runs on SHAREit, a software that interoperates with different ILL software used at libraries across the system. For added support with SHAREit, the Support Centre has numerous FAQs and guides, and offers tailored training.



The Illume Coordinator delivered a conference session at the 2023 Auto-Graphics SHAREit User Group Conference, outlining the options, configuration, and existing capabilities of the newly introduced SHAREit OpenILL feature to fellow SHAREit customers.

## Service Optimizations

The Illume Support Centre conducted a comprehensive five-year analysis of Library Turnaround statistics, evaluating the workflow of both public and post-secondary libraries. Following this, the Support Centre offered group and individual training sessions aimed at assisting interested libraries to implement software optimizations and workflow improvements identified during the investigation. Additionally, the Support Centre continued to investigate options for including eJournal records on behalf of BC ELN academic libraries to improve post-secondary Non-returnable (copy) load leveling.

## A Look Ahead to 2024...

Looking ahead to the next year, Illume will focus on:

Launching the OpenILL feature for post-secondary and public libraries that wish to integrate third-party pre-populated SHAREit requests. Support will be offered to libraries interested in setup and training.

Conducting both group and individual training sessions for public libraries, initially focusing on Northern libraries, who want to enhance their software and workflow based on insights from our 5-year analysis of public and post-secondary library improvements.

Continuing NCIP training and implementation projects with three interested pilot public libraries. The Support Centre will also develop system-wide documentation and communicate training opportunities for all Illume libraries interested in implementing workflow optimizations, such as automated patron authentication, via SIP2/NCIP or LDAP/SSO features.



## 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, Ministry of Municipal Affairs** 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 our Canadian Illume server.

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

**Auto-Graphics Inc.** is the provider of British Columbia's interlibrary loan SHAREit management system which hosts our local shared union database.