

OutLook OnLine

ACTIONS & ACHIEVEMENTS 2018



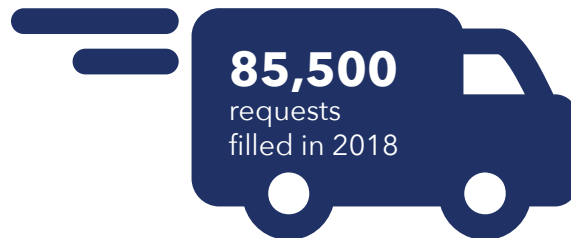
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OutLook OnLine AT A GLANCE

OutLook OnLine (OLOL), 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 OutLook OnLine to securely request it from another library.



Value for Participating Libraries

-  **100 provincial partners**
make their collections available via the OutLook OnLine union database
-  **\$1.5 million saved**
by public and post-secondary sector thanks to shared infrastructure and administration
-  **1,000 staff hours saved**
by using centralized coordination and a communal helpdesk
-  **57% saved**
by each organization by consorcially licensing the OutLook OnLine software

Value for Users

-  **Convenience**
Patron-initiated interlibrary loan (PI-ILL) allows users to make requests online, from anywhere; 37,500 requests in 2018 were made via PI-ILL
-  **Millions of Items**
Books, DVDs, music, and more are at the fingertips of library users throughout BC
-  **Efficient Delivery**
OutLook OnLine helps libraries get materials to patrons in as little as four days
-  **Expanding Boundaries**
Whether it's for personal growth or academic research, interlibrary loans break down barriers and give patrons what they need



“ Interlibrary loans (ILLs) have become an essential tool for providing great service to our Book Club attendees. In fact, we consider the availability of ILLs when choosing our upcoming books, because we know our own sets (of anywhere from five to ten books) won't meet the needs of our enthusiastic members.

- Whistler Public Library

2018 ACHIEVEMENTS

Software Stability and Growth

- Renewed the 2018 contract for Auto-Graphics' SHAREit software, the software that supports Outlook OnLine (OLOL) at a modest 3% increase
- Coordinated, with Auto-Graphics, Simon Fraser University IT, and BC Libraries Cooperative, a successful server migration to SFU's state-of-the-art cloud hosting facility, in order to optimize and increase the sustainability of the OLOL service
- Participated in, and helped to develop, the updated 2019 Auto-Graphics Enhancement Voting Process, used to prioritise Auto-Graphics work on outstanding and new enhancement requests
- Participated in the Auto-Graphics Academic Focus Group to discuss SHAREit features and desired functionality specific to academic needs, along with invitees from North American post-secondary organizations
- Investigated interest in NCIP implementation, used to connect Integrated Library Systems (ILS) to SHAREit for automatic patron status look-up; updated list of current ILS software & versions in use by interested libraries; requested pricing from Auto-Graphics for pilot implementation

Support for Participating Libraries

- Created and published 15 short e-training videos for OLOL library staff to support asynchronous OLOL training; available at: <https://ill.bceln.ca>
- Explored, tested, and implemented an optional feature for all partner libraries, Interlibrary Loan (ILL) Review (Modify Existing Request), which streamlines workflows for staff and patron-initiated ILLs
- Provided in-depth ILL software & workflow training and support to new BC Public Libraries Branch staff who broker Reading Centres (RC) borrower requests in OLOL

Knowledge Exchange

- Supported provincial consultations with Library and Archives Canada on BC participation in Voilà, the National Union Catalogue, which is a single point of access to the collections of libraries across Canada; provided information about OLOL union databases and feedback from OLOL libraries

ESSENTIAL PARTNERS



Auto-Graphics Inc. is the provider of British Columbia's interlibrary loan management system and union database.



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



The BC Libraries Cooperative brought its expertise in library technical infrastructure to manage Outlook OnLine's Canadian hosting to August 2018.



Libraries Branch, Ministry of Education funding ensures all BC public libraries have equitable access to the OLOL platform and support.



Public Library InterLINK provides funding for Canadian hosting of Outlook OnLine, benefiting all BC libraries.



Simon Fraser University IT Services provides local, state-of-the-art cloud hosting for Outlook OnLine (from September 2018), ensuring the service remains sustainable.

THE OUTLOOK ONLINE ADMINISTRATIVE CENTRE

The OutLook OnLine Administrative Centre was formed in 2015 as a shared service between post-secondary and public libraries to strengthen the provincial interlibrary loan service. A centralized Administrative Centre:

- Streamlines the support process; participating libraries have a clear, single point of contact
- Amplifies expertise; experienced staff continually increase and then share their knowledge
- Saves time and money, allowing participating library staff to focus on other priorities

In 2018, the OLOL help desk responded to 413 support cases, and created a variety of documentation, including 15 new e-training videos, to support library staff.



Myfanwy "Vaughn" Postgate

Vaughn joined the Admin Centre in 2015 and is the primary point of contact for the OLOL help desk.



Sunni Nishiumura

Sunni oversaw the creation of the OLOL Admin Centre in 2015, and continues to manage the service and liaise with partners.

“During a recent staffing transition we had to temporarily suspend interlibrary loans. The OutLook OnLine Admin Centre assisted us with the temporary closure and provided training options for our new staff member to get us back online as soon as possible! It's important to us that our students be able to access information in other collections, and that other institutions can access ours; the Admin Centre is always there to support us in these efforts.

- Linda Epps, Librarian
Nicola Valley Institute of Technology



“Patrons have mentioned their gratitude for bringing books in for them as they are on a limited income and could not afford to buy the books they bring in using the OutLook OnLine service. Many patrons say “Thank you so much, what a great service you provide” as they walk out with a smile on their faces.

- Cranbrook Public Library

“Outlook Online makes our Interlibrary Loans operations easy, and supports our patrons in their research. It is a vehicle that we all get to drive.

- Langara College Library

A LOOK AHEAD TO 2019...

Auto-Graphics is expected to launch SHAREit Version 6 software in Spring 2019. The OutLook OnLine Admin Centre will determine the best timing to migrate in consultation with libraries. Migration will also include re-branding to improve clarity around what the service offers.

The OutLook OnLine community's request to enhance Patron-Initiated Interlibrary loans was the top-voted new feature for 2019 SHAREit implementation. Libraries will have more control over the types of materials patrons can borrow, which will increase the efficiency and speed of requests through the system.

The NISO Circulation Interchange Protocol (NCIP) Pilot Project is expected to launch in 2019. The technology will enable direct communications between the SHAREit software and libraries' ILSs, saving staff from manually checking patron status. This will result in a considerable savings of staff time.